



Health Education & Training Institute

**Guide for Health Service users**

Version 1.0



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**THIS USER GUIDE WAS CREATED USING MADCAP FLARE.**

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## ClinConnect overview

### What is ClinConnect?

- » ClinConnect is a web-based application used by Health Services and Education Providers to manage clinical placements in NSW Health facilities.
- » ClinConnect is used to book and manage placements for Nursing and Midwifery; Dentistry and Oral Health and Allied Health. Medicine use ClinConnect to record placement activity only.
- » All disciplines use ClinConnect to manage student compliance.

### Reasons for ClinConnect

- » Improve governance
- » Enhance visibility to aid in the efficient utilisation of clinical placements
- » Provide greater transparency and fairness in booking clinical placements
- » Reduce administrative workload of the coordination of clinical placements
- » Enable improved reporting by health services and education providers
- » Manage student compliance

# Governance

## NSW Health Policy

ClinConnect is governed by NSW Health policy. Specifically this is the:

- » [Clinical Placements in NSW Health Policy Directive](#)
- » [Student Placement Agreement](#)

These documents outline the [Business Rules](#) in ClinConnect as well as the [access and permission level for each user role](#).

## Application Managers

The ClinConnect Team are the Application Managers. They are located at the Health Education & Training Institute (HETI) and are responsible for the operational side of the ClinConnect system. They have the permission level to undertake all functions in all disciplines in all health services.

## ClinConnect Coordinators

Health service and education providers nominate a ClinConnect Coordinator and a Delegate. These users are given the highest level of access to ClinConnect within their organisation. ClinConnect Coordinators can invite new users to the system and have the authority to undertake all functions for all disciplines within their organisation.

## ClinConnect users

Users are located in health services and education providers and undertake the majority of the day-to-day placement tasks in ClinConnect. Users can have access to one or more disciplines. Health service users can access one or more facilities within a health service. Education provider users can only request and manage placements for their education provider.

# Clinical Placements in NSW Health Policy Directive

The **Clinical Placements in NSW Health Policy Directive** governs ClinConnect and clinical placements in NSW Health facilities. It outlines some of the Business Rules in ClinConnect.

The Policy Directive may be found on the ClinConnect website.

## Student Placement Agreement (SPA)

A key point of governance for ClinConnect is the Student Placement Agreement (SPA). The SPA outlines each party's role and responsibilities for the management of student placements in NSW Health facilities.

### Key points:

- » An active SPA must be in place before an education provider can request clinical placements in a health service. If a SPA is not in place or has expired, education providers will not be able to view

that health services units and clinicians in ClinConnect.

- » The operational schedule lists the disciplines that the health service will accept placements in for the education provider.
- » An education provider must have a SPA with each health service that they wish to request placements in.
- » SPAs are valid for 5 years.
- » Automatic notifications are sent to the relevant Coordinators at four, three and two months prior to the expiration date of the agreement reminding them to consider renewal of the SPA.

Please visit the ClinConnect website for more information about the SPA.

## Introduction to profiles

<b>Health Services</b>	Health Services refer to Local Health Districts, Speciality Health Networks and the Ambulance Service of NSW.
<b>Facilities</b>	Facilities sit within Health Services and refer to hospitals, district/network wide services such as Mental Health Drug and Alcohol or Ambulance Service zones.
<b>Units</b>	Units sit within facilities and refer to a ward, a department at a hospital, a clinic or a chair (dentistry). For some disciplines, placements are created at the unit level.
<b>Clinicians</b>	Some disciplines assign students to clinicians as it is a requirement that students are supervised by accredited professionals or professionals with a certain amount of experience. Clinicians sit within units.
<b>Shift</b>	Shifts sit within either units or clinicians. Shifts could be "AM", "PM", "Day" or "Rotating".
<b>Base unit capacity and availability</b>	The base unit capacity and availability is managed for a shift at either the unit or clinician level. This refers to the maximum number of students that a unit/clinician is happy to take at any one time. Availability refers to whether the unit or clinician will be taking students full-time or part-time and whether the roster will be fixed or flexible.

## Placement models

Each discipline uses one of the below placement models.

### Request/Approve/Accept placement model (3-step)

1. Education Provider users **Request** placements during the **Request window**
2. Health Service users **Approve** placements during the **Approve/Not Approve window**
3. Education Provider users **Accept** placements during the **Accept/Decline window**

**Placements by exception** can then be **Requested** and **Created** during the **Manage Placements window**.

### Placements by Exception placement model

Uses both of the following:

#### Request placements by exception (2-step)

1. Education Provider users **Request Placements by Exception** in ClinConnect during the **Manage Placements window**
2. Health Service users **Accept** those **Requested Placements by Exception** during the **Manage Placements window**

#### Create placements by exception (1-step)

1. Health Service users create **Placements by Exception** during the **Manage Placements window**

#### Create placements for Medicine placement model (1-step)

1. Education Provider users create **Accepted Placements for Medicine** during the **Manage Placements window**

Health Service users can also create **Placements by Exception** during the **Manage Placements window**.

### Tips

**Why are 'Placements by Exception' called "Placements by Exception" when they are the only method of requesting or creating placements in some disciplines?**

- » In the beginning, all disciplines (except Medicine) used the Request/Approve/Accept placement model. Placements by Exception were to be reserved for special circumstances as it was anticipated that the majority of placements would be finalised during the Request/Approve/Accept window process.
- » The name may be changed in the future.

## Placement cycles and windows

Exercise Physiology 

Cycle 2 2015 (6 July 2) 

## Dashboard

Important Dates		
Event Type	Start Date	End Date
Manage Profile Data	26/11/2014	01/02/2015
Request Clinical Placement	02/02/2015	22/02/2015
Approve Clinical Placement Request	23/02/2015	15/03/2015
Accept Clinical Placement Offer	16/03/2015	05/04/2015
Manage Profile Data	06/04/2015	19/04/2015
Request Clinical Placement	20/04/2015	03/05/2015
Approve Clinical Placement Request	04/05/2015	17/05/2015
Accept Clinical Placement Offer	18/05/2015	24/05/2015
Manage Placements	25/05/2015	03/01/2016

- » Placement cycles may be 6-monthly or annual
- » Placement cycles usually commence on a Monday and end on a Sunday
- » **Disciplines** can choose whether they use one or two rounds of booking windows
- » Windows dictate when certain functions can be performed. E.g. request placements, approve placements

### Sample placement cycle - 'Request/Approve/Accept' placement model; six monthly

Cycle	Round	Windows/Steps	Completed by
<b>Cycle 1</b> January to June	Round 1	1. Manage profiles and availability	Health users
		2. Request placements	Education users
		3. Approve placements	Health users
		4. Accept placements	Education users
	Round 2	1. Manage profiles and availability	Health users
		2. Request placements	Education users
		3. Approve placements	Health users
		4. Accept placements	Education users
		5. Manage placements	Health users and Education users
<b>Cycle 2</b> July to December	Round 1	1. Manage profiles and availability	Health users
		2. Request placements	Education users
		3. Approve placements	Health users
		4. Accept placements	Education users
	Round 2	1. Manage profiles and availability	Health users
		2. Request placements	Education users
		3. Approve placements	Health users
		4. Accept placements	Education users
		5. Manage placements	Health users and Education users

### Sample placement cycle - 'Placement by Exception' placement model; annual

Cycle	Round	Windows/Steps	Completed by
January - December	NA	1. Manage profiles and availability	Health users
		2. Manage placements	Education users able to Request Placements by Exception Health users able to Accept Requested Placements by Exception Health users able to create Placements by Exception

### Sample placement cycle - 'Create placements for Medicine' placement model; annual

Cycle	Round	Windows/Steps	Completed by
January - December	NA	1. Manage profiles and availability	Health users
		2. Manage placements	Education users able to create Accepted Placements for Medicine Health users able to create Placements by Exception if required

## Business rules and timelines

### Business Rules

ClinConnect operates within a number of **Business Rules** that are governed by the [Clinical Placements in NSW Health Policy Directive](#) and the [Student Placement Agreement](#). The business rules dictate when certain actions can be performed.

### Examples

- » Placements by exception can be created up to X days before the start date of the placement
- » Students can be assigned up to X days before the start date of the placement
- » Students must be verified (or temporarily verified) before they commence a clinical placement
- » Placements will be automatically cancelled X days before the start date of the placement if no student has been assigned
- » Placements will be automatically cancelled X days before the start date of the placement if the student assigned does not meet compliance requirements as per their ClinConnect profile

Contact the ClinConnect Team to find out the current value for X (which will differ for each of the examples above).

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## Timelines

Timelines are confirmed before a new ClinConnect **Placement Cycle** is open following consultation with the relevant stakeholders. Timelines:

- » Can be found on the users **Dashboard**
- » Govern when windows will open and close e.g. **Manage Profile Data** window and **Manage Placements** window
- » May be unique for each discipline

## Disciplines and sub-disciplines

### Disciplines

Disciplines refer to a health profession or a speciality. Disciplines may be:

- » Entry to practice level (primary discipline) e.g. Physiotherapy, Nursing.
- » Post graduate speciality (secondary discipline) e.g. Diabetes Education where students may already hold a qualification in a primary discipline.

### Sub-disciplines

Some disciplines are grouped together as they access the same units for placements. The separate disciplines are referred to as sub-disciplines. For example

- » Dentistry
- » Oral Health

and

- » Physiotherapy
- » Allied Health Assistants

## Which discipline should I use?

The discipline that is to be used for placements will be the discipline of the health-related occupation/profession that the student is working towards. The majority of students, will be supervised by a clinician/supervisor in the discipline that they themselves are studying. However, this is not always the case.

### Considerations

- » What is the health-related occupation that the student is working towards? Is the student working towards an occupation in a primary discipline or are they working towards a more specialised role?
- » A health-related occupation is an occupation that is utilised within the health system. Studying a course leading to a health-related occupation will provide a student with the knowledge and skills for the potential opportunity to be employed in NSW Health or enhance their current employment in NSW Health. Health related occupations may be:
  - » Clinical e.g. nursing, occupational therapy, exercise physiology, art therapy
  - » Non-clinical though work to enhance the health of the general population e.g. health promotion/public health
- » At the completion of this course, what is the most obvious profession/role that the student will be working in?

- » Students may be supervised by supervisors from other disciplines
- » Students enrolled in courses where at the completion of the course they will not yet be qualified to work in a clinical area unless they commence further study (e.g. Bachelor of Nutrition and Bachelor Exercise Science), should only be commencing health promotion/public health type placements. They should not be included under Nutrition and Dietetics or Exercise Physiology respectively.

### Examples

- » A student completing an entry level Physiotherapy qualification will have their placement created in the discipline of Physiotherapy.
- » A midwifery student attends some of their clinical placement in a ward where the supervision is provided by nursing. As the student is a midwifery student, the placement should be managed under midwifery.
- » A pharmacist is completing a Diabetes Education qualification. This placement will contribute towards a qualification in Diabetes Education not Pharmacy and so would be managed under Diabetes Education.

## Notifications

Notifications are sent to users based on their access and permission level and will be sent to the email address that the user uses to log into ClinConnect. There are two types of notifications in ClinConnect:

### Windows driven

These alert users when windows are about to open or close. Examples include:

- » Request placements window is about to close
- » Approve/not approve window is about to open
- » Accept/decline window will close in 7 days

### Event driven

These alert users when a certain event has occurred or if a further action is required. Examples include:

- » Placement has been cancelled
- » Placement by exception has been created
- » Placement by exception has been requested
- » Placement by exception has been accepted or declined
- » Placement has changed location
- » Student has been swapped
- » Reminder to mark that the placement has commenced
- » Students who are assigned to placements do not yet meet compliance requirements
- » Student Placement Agreement is due to expire

## Comments and communication

### Make comments

Comments can be made:

- » On a placement block at any time - Placement Tasks > Placement Pages > click the Edit button > the Edit Pop-up will be displayed > make a comment in the box > Save

**Comments:**

**Attachments**

## View comments

Comments can be viewed:

- » On a placement block at any time - Placement Tasks > Placement Pages > click the Edit button > the Edit Pop-up will be displayed > click the comments tab
- » On the Placement Allocation Report in the comments column

## Navigating ClinConnect

The ClinConnect system contains some standard navigation features, which are outlined below.

### Discipline, cycle and the menu bar

Event Type	Start Date	End Date
Manage Profile Data	27/06/2014	27/07/2014
Request Clinical Placement	28/07/2014	17/08/2014
Approve Clinical Placement Request	18/08/2014	14/09/2014

No.	Item	Description
1	Discipline and Cycle	<p>The <b>Discipline</b> refers to the particular health profession that the placement is for.</p> <p>The <b>Cycle</b> refers to the time period that the clinical placement will occur in.</p> <p>You must choose a discipline and cycle before starting most activities in ClinConnect.</p>
2	Menu Bar	The menu bar will show items that are relevant to the tasks you have permission to perform.

## Search screens

No.	Item	Description
3	Direct searches	You can run a quick search by entering a <b>Placement ID</b> or <b>Student ID</b> , and then clicking the Search button. Placement and Student IDs are only available for Accepted and Cancelled placements.
4	Filtered searches	You can also perform searches by selecting one or more search criteria filters (e.g. Education Provider, Health Service, Facility and Unit).
5	Selection Criteria	When running a filtered search, you can click to select one or more values within each search criteria (e.g. City Education and Country Education Organisation within the Education Provider search criteria).

## Search results screens

**Manage Placements**

Search Criteria

Requested 
  Approved 
  Not Approved 
  Accepted 
  Declined 
  Cancelled

7 show 15 results [1/1]

7 day view 6 week view 6 month view Tabular view

	August 2014	September 2014	October 2014	November 2014	December 2014	January 2015
	31 32 33 34	35 36 37 38	39 40 41 42 43	44 45 46 47	48 49 50 51 52	1 2 3 4
City Health District	6→12	10→12	12	9→10	12	
Hospital North	2→4	2→4	4	2→4	4	
Ward A (students) Medical	2→4	2→4	4	2→4	4	
AM City Education	2	2	2	0→2	2	
PM City Education	0→2	0→2	2	2	2	
GEM 1		2				
Southern Hospital	4→8	8	8	5→8	8	
Ward 1 (students) Surgical	4→8	8	8	5→8	8	

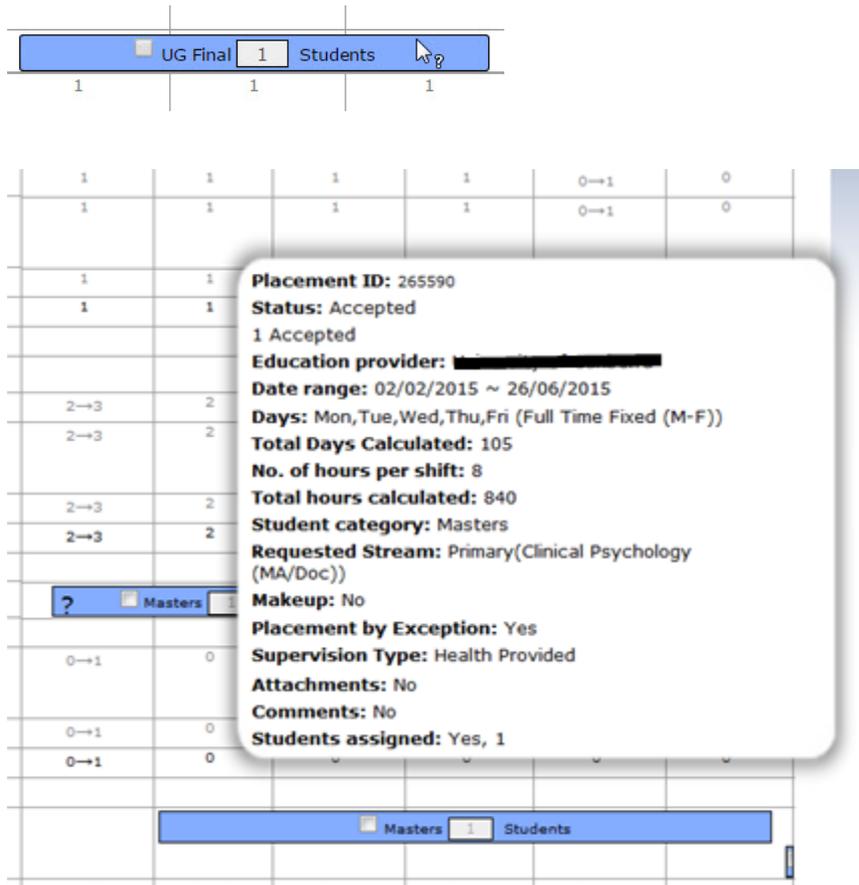
No.	Item	Description
6	Placement blocks and numbers on screen	<p>Denoted by the coloured boxes. One placement block may contain 1-99 individual placements. All placements within the placement block will have the same start and end date, student category, supervision type and shift and will be assigned to the same unit or clinician.</p> <p>The numbers on the placement pages represent the available capacity. You can see that for Ward A, AM shift, there are two placements available in August. For Ward A PM shift, the numbers 0→2 mean that sometime during August there are 0 placements available and at other times during August there are 2 placements available. Click on the 6 week view to zoom in further to determine that information.</p>
7	Legend and pagination	<p>The legend at the top of the screen is a quick reference for determining the current status of a placement block. For example, blue placement blocks denote Accepted placements.</p> <p>The pagination allows users to view up to 75 results per page and to move across pages when there are more results to view.</p>
8	View buttons	Click the 6 week view or 7 day view to "zoom in" on placement information. 6 month view provides a good overall view.
9	Tabular view	The tabular view shows placement information in a table format rather than coloured placement blocks and a calendar.

## Tips and tricks

There are a number of tips and tricks for navigating the placement pages.

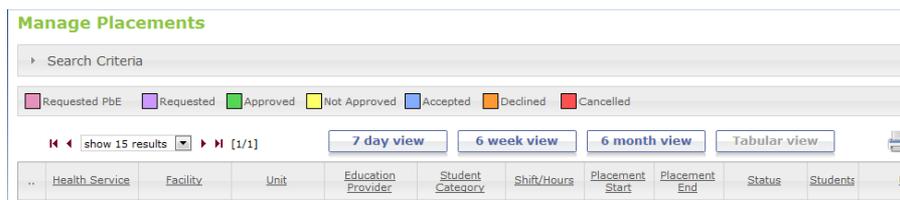
**View placement details of the placement block (hover over function)**

On all placement pages, hover the mouse cursor towards the top of the placement block until it turns into an arrow and a question mark (?). Once the question mark appears, left click the mouse to view the placement details.



**Tabular view**

Clicking tabular view on the placement pages will assist you to view placement details for multiple placement blocks at once.



**View the placement block's change history**

Double click on the placement block to view the placements change history ie who requested, approved, accepted, cancelled it etc and when those tasks occurred.



Status	Shift	Health Service	Facility	Unit	Start Date	End Date	Placement Timing (Days)	Students/Category	Updated At	Updated By
Requested	PM	NSLHD	Manly Hospital	EMU	05/10/2015	23/10/2015	Full Time Fixed (M-F) (Mon,Tue,Wed,Thu,Fri)	1/Nursing 1	03/02/15 02:39 PM	[Redacted]
Approved	PM	NSLHD	Manly Hospital	EMU	05/10/2015	23/10/2015	Full Time Fixed (M-F) (Mon,Tue,Wed,Thu,Fri)	1/Nursing 1	26/02/15 10:30 AM	[Redacted]
Accepted	PM	NSLHD	Manly Hospital	EMU	05/10/2015	23/10/2015	Full Time Fixed (M-F) (Mon,Tue,Wed,Thu,Fri)	1/Nursing 1	30/03/15 10:35 AM	[Redacted]

## View more results per page

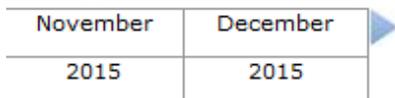
The placement pages allow you to view and action up to 75 results per page.



⏪ ◀ show 75 results ▼ ▶ ⏩ [1/1]

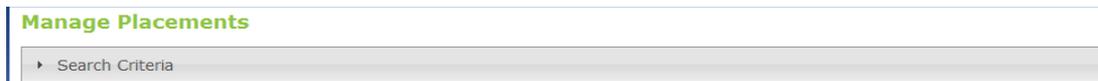
## Scroll through the months, weeks or days

Use the blue arrows on the placement pages to scroll through the months, weeks or days.



## Expand the search criteria

Click on the words **Search Criteria** to expand or contract the search criteria. Doing this will mean that you don't have to re-enter all of your search criteria again if only one thing needs to change such as dates or student category.



## Placement status search

Narrow your search even further by searching for only placements that are Accepted or Cancelled for example. This will bring up less results on the placement pages to view and action.

Placement Status

<input type="checkbox"/> Requested PbE	
<input type="checkbox"/> Requested	
<input type="checkbox"/> Approved	
<input type="checkbox"/> Not Approved	
<input checked="" type="checkbox"/> Accepted	
<input type="checkbox"/> Declined	
<input checked="" type="checkbox"/> Cancelled by LHD	
<input type="checkbox"/> Cancelled by EP	

### Search by placement and student ID

If you only need to action one placement or placement block, search using the placement ID or student ID only. Only Accepted placements and Cancelled placements will have placement IDs.

▼ Search Criteria

Search by Placement Id:

OR

Search by Student Id:

## Log on to ClinConnect

1. Go to <https://www.webapp.health.nsw.gov.au/ClinConnect>



**NSW** GOVERNMENT | Web Application Portal

**What is the Application Portal?**  
Welcome to the NSW Health Application Portal.  
From here you will be able to view and access a variety of initiatives and applications that are being developed for your use.  
If you do not have access to this portal and require a password please follow the 'request portal access' links to send an email to the administrator.

**Logon**

**Username**

**Password**

Remember Me

**Log On**

2. Enter your username in the **Username** field
3. Enter your password in the **Password** field
4. Click **Log On**

### Tips

- » Your account may be inactivated after several unsuccessful attempts to log on. If this occurs, you will need to phone the Ministry of Health Service Desk on 02 9391 9321.
- » Tick the **Remember Me** check-box to save you re-typing your **Username**.

## Invite users

### Key points

Health Service Coordinators and Education Provider Coordinators can invite new users within their organisation to ClinConnect. The Application Managers can invite new ClinConnect Coordinators. All user access is managed in the Application Management System (AMS).

### Process

1. Go to the **Application Management System** home screen (<https://www.webapp.health.nsw.gov.au>)



**Welcome to the External NSW Health Application Portal**

View your applications below. To access password protected applications please press the 'Request Access' link to send an email to the administrator.

**My Applications**

You are registered to use the following applications:

- [ClinConnect](#)  
ClinConnect
- [ClinConnectTraining](#)  
ClinConnect Training

**User Management Tool**

- [Invite a User for Application Access](#)
- [Modify a User's Application Access](#)
- [Manage Access Requests](#)

2. Click **Invite a User for Application Access**
3. Enter the email address for the new user and click **Next**
4. Enter the new user's details
5. For the **Application** field, select **ClinConnect**, then select the user's role. Refer to [user roles and permissions for more information](#).
6. Click **Invite**
7. Select the discipline(s) for the user. Click **Next**
8. Health Service Coordinator: Select the appropriate Health Service for the user and click **Next**
9. Health Service Coordinator: Select the relevant facilities and click **Invite**.  
Education Provider Coordinator: Select the educational institution and click **Invite**

The new user will receive an automatically generated email from the AMS entitled 'User Access Invitation ClinConnect'. This email will include a web link to an online registration form which they need to complete and submit.

**Tip**

- » To invite more users, click the words **Web Application Portal** next to the **NSW Health logo** at the top left of the screen to take you back to the **Application Management System** home page.

## Approve user access

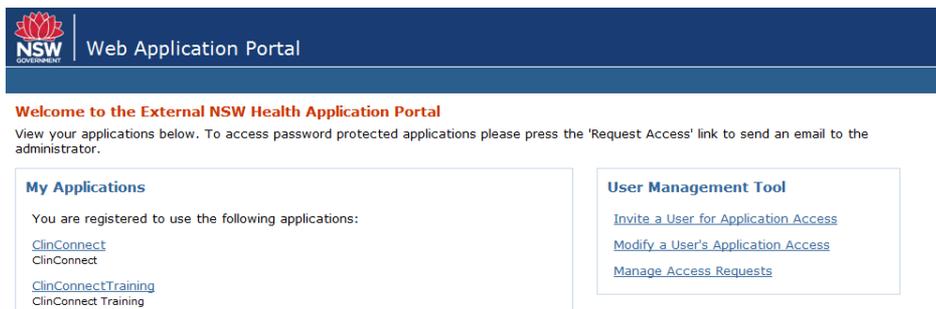
Health Service Coordinators and Education Provider Coordinators approve ClinConnect user access within their organisation.

The Application Managers approve new ClinConnect Coordinators.

**Process**

Once a new user has submitted their online registration form, the Coordinator/Delegate will receive an email informing them that they have a new user to approve.

1. Go to the **Application Management System** home screen (<https://www.webapp.health.nsw.gov.au>)



2. Select **Manage Access Requests**
3. In the drop-down menu select **Pending Approval** to see all invited users awaiting approval
4. Click **Review** to check the new user's details
5. Click **Approve**
6. Once approved, the new user will also receive an email confirming the approval along with their login details

## Tip

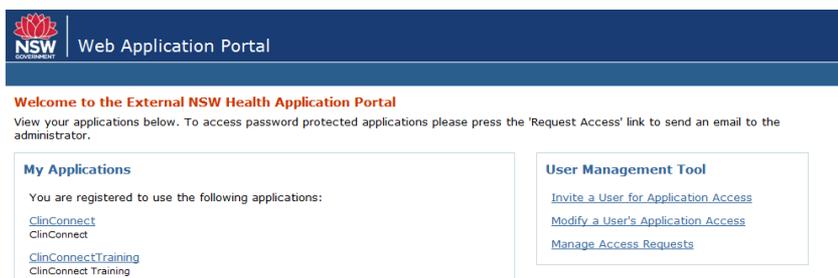
- » To approve other users, click the words **Web Application Portal** next to the **NSW Health logo** at the top left of the screen to take you back to the **Application Management System** home page.

## Modify user access

Health Service Coordinators and Education Provider Coordinators can modify ClinConnect user access within their organisation. The Application Managers can modify ClinConnect Coordinator's access if required.

## Process

1. Go to the **Application Management System** home screen (<https://www.webapp.health.nsw.gov.au>)



2. Click **Modify a User's Application Access**
3. Enter the email address of the user and click **Next**
4. For the **Application** field, select **ClinConnect** then select the user's role
5. Select the discipline(s) for the user. Click **Next**
6. Health Service Users: Select the Health Service for the user and click **Next**
7. Health Service Users: Select the relevant facilities and click **Invite**  
Education Providers: Select the educational institution and click **Invite**
8. The **Review User Registration** form will open
9. Check all details are still correct

- 
10. Click **Approve**

### Tip

- » If a user wishes to change the email address they use to login, they will need to be invited as a new user and have their previous access inactivated.
- » To modify other users, click the words **Web Application Portal** next to the **NSW Health logo** at the top left of the screen to take you back to the **Application Management System** home page.

## Inactivate my user access

Contact the [ClinConnect Team at HETI](#) if you no longer require access to ClinConnect.

## Password and account issues

### Change password when prompted by ClinConnect

From time-to-time, ClinConnect will prompt you to change your password. ClinConnect will automatically take you to the page where you can do this.

1. Ensure the email address you use to log into ClinConnect is correct in the **Email Address** field
2. Enter your current password in the **Old Password** field
3. Enter your new password in the **New Password** field
4. Re-enter your new password in the **Confirm New Password** field
5. Click **Save**

### Change password

1. Select **My Account** on the top line of the **Home** page (<https://www.webapp.health.nsw.gov.au>)
2. Ensure the email address you use to log into ClinConnect is correct in the **Email Address** field
3. Enter your current password in the **Old Password** field
4. Enter your new password in the **New Password** field
5. Re-enter your new password in the **Confirm New Password** field
6. Click **Save**

### Reset your password

If you can't remember the password you use to log into ClinConnect, call the Ministry of Health Service Desk on **02 9391 9321** to reset your password.

### Reactivate your account

If a user tries too many times to log onto ClinConnect with an incorrect password, the account will be inactivated. To re-activate your account call the Ministry of Health Service Desk on **02 9391 9321**.

## User roles and permissions

User Role	Access			
	Health Service	Facilities	Disciplines	Education Provider
Application Manager	All	All	All	All
Health Service Coordinator	Limited	All within organisation	All within organisation	As per SPA
Facility Coordinator	Limited	Limited	Limited	As per SPA
Facility User (full edit)	Limited	Limited	Limited	As per SPA
Health Service User (read only)	Limited	Limited	Limited	As per SPA
Health Service User (student compliance)	NA	NA	NA	Able to verify all students and facilitators from Education Providers with SPA
Education Provider Coordinator	As per SPA	As per SPA and disciplines for organisation	All for organisation	Own only
Education Provider User (full edit)	As per SPA	As per SPA and disciplines for organisation	Limited	Own only
Education Provider User (read only)	As per SPA	As per SPA and disciplines for organisation	Limited	Own only
ICTN User (read-only)	Within ICTN	Within ICTN	Within ICTN	Within ICTN

## Find Health Service profiles

Information found on the Health Service profile includes:

- » Student Placement Agreement information
- » ClinConnect Coordinator and delegate details

- » Facilities within that Health Service

## Process

1. Click the **Profiles** menu. Select **Find Health Service**
2. Enter one or more search criteria.
3. Click either the **View** or **Edit** button (whichever is available)

## Edit Health Service profiles

Health Service Coordinators can make changes to their Health Service profile. Changes include updating the ClinConnect Coordinator and Delegate details as well as [adding](#) or [updating](#) student placement agreements.

Dashboard Profiles Placement Tasks Student Tasks Admin Reports Facilitator Tasks

Home > Profiles > Find Health Service > Edit Health Service

### Health Service Details

Code: \* X630

Short Name: \* SCHN

Full Name: \* Sydney Childrens Hospital Network

Effective From: \* 31/03/2012

Effective To: \* 31/12/9999

Web Link: http://www.schn.health.nsw.gov.au/

Locality: \* NA - Specialist Network

Facilities

Facilities within Health Service
<a href="#">Children's Hosp - Westmead</a>
<a href="#">Sydney Children's Hospital, Randwick</a>

## Process

1. [Find Health Service profiles](#)
2. Make any necessary changes
3. Click **Save**

## Find Facility profiles

Information found on the facility profile includes:

- » Address and contact details of the facility
- » Names and contact details of the discipline representatives
- » Website, parking arrangements and accommodation options

## Process

1. Click the **Profiles** menu. Select **Find Facility**
2. Enter one or more search criteria on the left and click the **Find** button.  
Alternatively, enter the **Direct Search** criteria on the right and click the **Go** button
3. Click either the **View** or **Edit** button (if available)

## Edit Facility profiles

Health Service Coordinators and Delegates can make changes to the facility profiles within their Health Service. Changes include updating names and contact details for discipline representatives.

**Facility Details**  
Mandatory fields are marked \*

Health Service: Hunter New England LHD  
Facility Code: 1D35  
Full Name: \* Armidale Hospital  
Locality: \* RA2 - Inner Regional Australia  
Facility Type: \* Public  
Street Address: 226 Rusden Street  
City/Town: Armidale  
Postcode: 2350  
Phone: 02 6776 9500  
Peer Group: C1 District group 1  
Accommodation: \* Yes  
Web Link: http://www.hnehealth.nsw.gov.au/  
Comments:

Enter Accommodation Name and Contact Number  
Hospital Switch 0267769500

Food Available on Site:   
Accessible Transport:   
Parking: \*  Free  Paid

Health Service	Units within Facility	Applicable Disciplines	Contact Person
Hunter New England LHD			

Buttons: Delete Facility, Save, Cancel

## Process

1. [Find facility profiles](#)
2. Enter the new details
3. Click **Save**

## Find Education Provider profiles

Education Provider profiles display information such as:

- » Address and contact details
- » The details of the ClinConnect Coordinator and Delegate
- » The disciplines that placements are required in
- » The student placement agreements
- » Names and contact information of the discipline representatives

---

## Process

1. Click the **Profiles** menu. Select **Find Education Provider**
2. Enter one or more search criteria on the left and click the **Find** button.  
Alternatively, enter **Direct Search** criteria on the right and click the **Go** button
3. Click either the **View** or **Edit** button

## Find student placement agreements (SPA)

Student placement agreements are listed on both the Education Provider and Health Service profiles.

### Education Provider profile

1. Go to the **Profiles** menu and select **Find Education Provider**
2. Enter the short name or long name of the **Education Provider** and click **Go**
3. Click the **Student Placement Agreement** tab

### Health Service profile

1. Go to the **Profiles** menu and select **Find Health Service**
2. Enter the short name or full name of the **Health Service** and click **Find**
3. Click the **Student Placement Agreements** tab

## Update student placement agreements

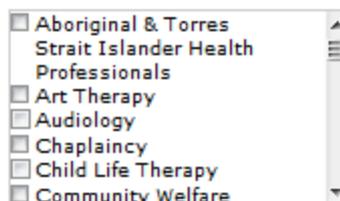
Once a **Student Placement Agreement** (SPA) and or an **Operational Schedule** has been signed by both parties, it must be entered into ClinConnect. This will provide the Education Provider with access to the Health Service's units and clinicians in ClinConnect so that placements can be requested and created.

### Step 1 - Education Provider Coordinator

This step **MUST** occur first.

1. Go to the **Profiles** menu and select **Find Education Provider**
2. Enter the short name or long name and click **Go** or complete a search and select **Go** or **Find**
3. Scroll down to the list of disciplines

Disciplines \*

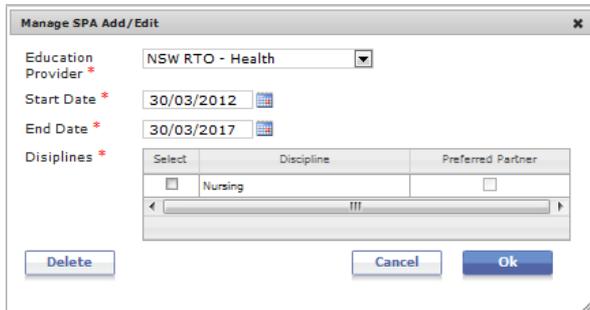


<input type="checkbox"/>	Aboriginal & Torres Strait Islander Health Professionals
<input type="checkbox"/>	Art Therapy
<input type="checkbox"/>	Audiology
<input type="checkbox"/>	Chaplaincy
<input type="checkbox"/>	Child Life Therapy
<input type="checkbox"/>	Community Welfare

4. Tick the disciplines that placements are required in (as listed on the operational schedule)
5. Click **Save**

### Step 2 - Health Service Coordinator

1. Go to the **Profiles** menu and select **Find Health Service**
2. Enter the short name or full name and click **Find**
3. Click **Edit**
4. Click the **Student Placement Agreements** tab
5. Locate the correct Education Provider and click **Edit**



6. Select the relevant disciplines. Only the disciplines that have been activated on the Education Provider profile will be available. If the discipline you are trying to add is not available, you will need to contact the Education Provider to have them perform **Step 1** above
7. Click **OK**
8. Click **Save**



## Add student placement agreements

Once a **Student Placement Agreement** (SPA) has been signed by both parties, it must be entered into ClinConnect. This will provide the Education Provider with access to the Health Service's units and clinicians in ClinConnect so that placements can be requested and created.

### Step 1 - Education Provider Coordinator

This step **MUST** occur first.

1. Go to the **Profiles** menu and select **Find Education Provider**
2. Enter the short name or long name and click **Go**
3. Scroll down to the list of disciplines



4. Tick the disciplines that placements are required in (as listed on the operational schedule)
5. Click **Save**

---

## Step 2 - Health Service Coordinator

1. Go to the **Profiles** menu and select **Find Health Service**
2. Enter the short name or full name and click **Find**
3. Click **Edit**
4. Click the **Student Placement Agreements** tab
5. Click the **Add** button

Select	Discipline	Preferred Partner
<input type="checkbox"/>	Nursing	<input type="checkbox"/>

6. Find the **Education Provider** in the drop down list. If the Education Provider is not there, contact the ClinConnect Team
7. Enter the **start and end dates**. SPAs are valid for 5 years
8. Select the disciplines as outlined in the agreement. If the disciplines are not listed, contact the Education Provider and have them perform step 1 above
9. Select any **preferred partners** as determined by your Health Service Governance Committee or Executive Management Team
10. Click **OK**
11. Click **Save**

**Save**

## Create unit profiles

1. Click the **Profiles** menu, and click **Create Unit**

**Add New Unit**

Mandatory fields are marked \*

**Unit details**

Unit Name \*

Facility \*

Effective From

Effective To

**Cycle specific unit details**

Active

HWA Setting

Primary Stream \*

Secondary Stream

Beds/Clinicians/Chairs

Comments

Street Address

City/Town

Post Code

Phone \*

**Student Categories \***

- Midwifery 1
- Midwifery 2
- Midwifery 3
- Aboriginal Cadet
- Graduate Diploma Midwifery
- Post Graduate Speciality

**Supervision Type \***

- Health Provided
- Education Provided
- Health Provided - Funded EP or HWA

**Shift Capacity** | Contact Details | Attachments by Unit

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Rotating		Inactive		<input type="checkbox"/>							

Save

2. Enter the **Unit Name**, **Facility**, **Effective From** and **Effective To** dates.  
Tip: Selecting an **Effective To** date of **31/12/9999** will mean no end date is associated with the unit.
3. Tick the **Active** box
4. Scroll down to the tabs at the bottom of the page

**Shift Capacity** | Contact Details | Attachments by Unit

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Day	8	Full Time/Part		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1				

5. [Enter the base unit capacity and availability](#) (shift capacity)
6. Enter the contact details
7. Add any attachments if required
8. Click **Save**

## If a future cycle exists, the unit will need to be activated in that future cycle

1. Change the **Cycle**



2. Tick the **Active** box
3. Click **Save**

### Tips

- » If a future cycle exists, ClinConnect will transfer all the unit's profile details automatically. The unit profile in the future cycle will need to be activated.
- » Unit profiles can have different information in two different cycles e.g. different contact information and different student categories.
- » For disciplines that assign placements to clinicians, the **base unit capacity and availability** will be entered on the **Clinician profile**.

## Find unit profiles

**Units** sit within facilities and refer to a ward, a department, a service within a facility, a clinic or chairs (dentistry). For some disciplines, placements are booked into a unit. Units are **Discipline** and **Cycle** specific. One unit could be active in one cycle but inactive in another.

1. Select a **Discipline** and **Cycle**
2. Click the **Profiles** menu
3. Click **Find Unit**

Dashboard Profiles Placement Tasks Student Tasks Admin Reports Facilitator Tasks

Home > Profiles > Find Unit

### Find Unit

Search Criteria - Unit Details

**Filter Search**

Health Service

Facility

Streams  Maternity

Supervision Type  Health Provided  Education Provided  Health Provided - Funded EP or HWA

Status

**Find**

**Direct Search**

Facility Name

Unit Name

**Go**

4. Enter one or more search criteria on the left and click the **Find** button. Alternatively, enter the **Direct Search** criteria on the right and click the **Go** button

Dashboard Profiles Placement Tasks Student Tasks Admin Reports Facilitator Tasks

Home > Profiles > Find Unit

### Find Unit

Search Criteria - Unit Details

Displaying only 30 out of 126 total records.

Unit Name	Facility Unit Belongs to	Edit
Aboriginal Health Infant Health Service	Primary Care & Community Health	<a href="#">Edit</a>

5. Click either the **View** or **Edit** button

## Edit unit profiles

Health Service users with the relevant access will be able to make changes to the units in a facility and discipline. Some changes can be made at any time and include:

1. Adding or removing student categories
2. Adding or removing supervision type
3. Updating contact details
4. Adding or removing attachments

### Process

1. [Find Unit profiles](#)

**Edit Unit**

Mandatory fields are marked \*

**Unit details**

Discipline: Midwifery  
Unit Name: Adolescent Clinic  
Facility: Napier Hospital  
Effective From: 21/05/2018  
Effective To: 31/12/9999

**Cycle specific unit details**

Advic:   
HWA Setting:   
Primary Stream:   
Secondary Stream:   
Beds/Clinicians/Chairs:   
Comments: This is a specialised clinic for Midwifery students only  
Street Address: Derby Street  
City/Town: Kingwood  
Post Code: 1747  
Phone: 02 4734 2000

**Student Categories \***

- Midwifery 1
- Midwifery 2
- Midwifery 3
- Aboriginal Cadet
- Graduate Diploma Midwifery
- Post Graduate Speciality

**Supervision Type \***

- Health Provided
- Education Provided
- Health Provided - Funded
- EP or HWA

**Unit Capacity**

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Rotating	8	Full Time Fixed (M-F)		<input type="checkbox"/>	1						

Created by carole.monkey@health.nsw.gov.au at 21/05/2018 9:26:51 AM, Updated by carole.monkey@health.nsw.gov.au at 21/05/2018 9:26:51 AM

Buttons: Delete, Save, Cancel

2. Make the relevant changes
3. Click **Save**

ClinConnect may also prompt you to update the same unit in a future cycle. To do this, change the cycle in the top right hand corner, make the relevant changes and click **Save**.

# Inactivate and delete unit profiles

Some changes can only be made to unit profiles if there is no active placement activity linked to that profile.

## Inactivate unit profiles

1. [Find Unit profiles](#)



2. Un-tick the **Active** check box
3. Click **Save**

ClinConnect may also prompt you to inactivate the same unit in a future cycle. To do this, change the cycle in the top right hand corner, un-tick the Active box and click **Save**.

## Delete unit profiles

1. [Find Unit profiles](#)

**Edit Unit**

Mandatory fields are marked \*

Unit details

Discipline: Midwifery  
Unit Name: Adolescent Clinic  
Facility: Nepean Hospital  
Effective From: 11/05/2015  
Effective To: 11/12/9999

Cycle specific unit details

Active:

HWA Setting:

Primary Stream:

Secondary Stream:

Seda/Clinicians/Chairs:

Comments: This is a specialised clinic for Midwifery students only

Street Address

Street Address: Derby Street  
City/Town: Kingswood  
Post Code: 2747  
Phone: 02 4734 2000

Student Categories

Midwifery 1  
 Midwifery 2  
 Midwifery 3  
 Aboriginal Cadet  
 Graduate Diploma  
 Midwifery  
 Post Graduate Speciality

Supervision Type

Health Provided  
 Education Provided  
 Health Provided - Funded  
 SP or MWA

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Rotating	8	Full Time Fixed (M-F)		<input type="checkbox"/>	1						

Created by sarra.monkey@health.nsw.gov.au at 21/05/2015 2:26:21 AM, Updated by sarra.monkey@health.nsw.gov.au at 21/05/2015 2:26:21 AM

2. Click the **Delete** button at the bottom of the page
3. A confirmation message will be displayed. Click **OK**

## Tip

- » Unit profiles cannot be deleted if there is any current or previous placement activity associated with that unit. If the unit is no longer required, it will need to be inactivated.

## Create clinician profiles

Some disciplines book student placements with clinicians. Clinicians sit within units.

1. [Find Unit profiles](#)
2. Scroll down and click the **Clinicians in Unit** tab

Name	Accepts Part Time	Comments	Job Share	Edit
Amanda Jones	No		No	<a href="#">Edit</a>

[Add](#)

3. Click the **Add** button
4. Enter the **Clinician's Name**, **Effective From** and **Effective To** dates.  
Tip: Selecting an **Effective To** date of **31/12/9999** will mean no end date is associated with the clinician.
5. Tick the **Active** box
6. Scroll down to the tabs at the bottom of the page
7. [Enter the base unit capacity and availability](#) (shift capacity)

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Day	8	Full Time/Par		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1

8. Enter the **Contact Details**
9. Add any **Attachments** if required
10. Click **Save**

### If a future cycle exists, the clinician profile will need to be activated in that future cycle

1. Change the **Cycle**
2. Tick the **Active** box
3. Click **Save**

### Tips

- » If a future cycle exists, ClinConnect will transfer all the clinician's profile details automatically. The clinician profile in the future cycle will need to be activated.
- » Clinician profiles can have different information in two different cycles e.g. different contact information and a different base unit capacity and availability.

## Find clinician profiles

Some disciplines book student placements with clinicians. Clinicians sit within units.

### Process

1. [Find Unit profiles](#)
2. Scroll down and click the **Clinicians In Unit** tab

Name	Accepts Part Time	Comments	Job Share	Edit
Amanda Jones	No		No	<a href="#">Edit</a>
<a href="#">Add</a> +				

3. Click **View** or **Edit**

## Edit clinician profiles

Health Service users with the appropriate access can edit clinician profiles. This includes editing contact details and other clinician specific information.

1. [Find Clinician Profiles](#)

**Edit Clinician**

*Mandatory fields are marked \**

**Clinician details**

Discipline: Social Work  
 Clinician Name: Social Worker  
 Facility: Social Work  
 Unit: Social Work

Effective From: 24/07/2015  
 Effective To: 31/12/9999

**Cycle specific clinician details**

Active:   
 Accepts part-time placement for full-time capacity:   
 Job Share:   
 Comments:

Clinician Setting \*  
 Inpatient Hospital  
 Outpatient  
 Community

Patient Age Group \*  
 Perinatal / Infant  
 Children  
 Adolescents  
 Adults  
 Geriatrics

2 years or more Post Graduate experience \*  
 Yes  
 No

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Day	8	Full Time/Part Time/Flexi/Rotating	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1

2. Make the required changes and click **Save**

### Tip

- » Clinician profiles can be moved to different units.

## Inactivate and delete clinician profiles

Some changes can only be made to clinician profiles if there is no active placement activity linked to that profile.

### Inactivate clinician profiles

1. [Find Clinician profiles](#)
2. Un-tick the **Active** box

3. Click **Save**

### Delete clinician profiles

1. [Find Clinician profiles](#)
2. Click the **Delete** button
3. A confirmation message will be displayed. Click **Ok** to confirm

## Base unit capacity and availability modes

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Day	8	Full Time Fixed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4				

### Base unit capacity

The **Base Unit Capacity** is found on unit and clinician profiles. Capacity refers to the maximum number of students that a unit or clinician is happy to take at any one time. Each shift will have a **base unit capacity**. Capacity can be increased or decreased by Health Service users with permission to access the profile.

**Capacity is NOT the total number of students a unit or clinician will take over the course of a semester, placement cycle or year.**

### Availability modes

Availability refers to whether the unit or clinician will take students full-time or part-time and whether the roster will be fixed or flexible. Availability modes are also found on the unit and clinician profiles and can be changed by Health Service users with the appropriate access to do so. They include:

#### Full time Fixed (M-F)

This is used where the unit or clinician is available full time, Monday to Friday each week.

#### Full time/Part Time Fixed (M-S)

This is used where the unit or clinician is available:

- » Part-time, 4 or less fixed weekdays each week
- » Full time, 5 days where the roster includes one or more fixed weekend days i.e. Mon, Tue, Thu, Fri, Sat
- » Full time where the roster is 4 fixed weekdays and the number of hours per shift is 10 or more

#### Full time/Part Time/Flexi/Rotating (M-S)

This is used for alternating and rotating rosters and where the unit or clinician's availability could be dependent on the needs of the patients or clients such as in Midwifery. The **number of days per week** that is to be entered will be the maximum number of shifts/days that the unit or clinician will potentially take students each week.

This availability mode describes rosters where:

- » The number of shifts/days worked each week may be different
- » The days (Mon-Sun) worked from week to week may be different

» Students might alternate between different shifts i.e. day shift, afternoon shift and night shift

Examples of **Availability Modes** can be found on the [Add or update base unit capacity and availability](#) page.

## Add or update the base unit capacity and availability

Health Service users with the relevant access will be able to add or update the base unit capacity and availability on a unit or clinician profile.

1. [Find unit profiles](#) or [find clinician profiles](#)

Shift Capacity												
Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity	
Day	8	Full Time Fixe		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4					

2. Click the **Shift Capacity** tab if it isn't already displayed
3. Enter the number of **Hours** per shift (will usually be 8)
4. Select the **Availability Mode**. The **Days per Week** and the **Monday to Sunday tick boxes** are dependent on the **Availability Mode**. See below for specific instructions for each **Availability Mode**
5. Enter the **Capacity**
6. Click **Save**

### Availability mode examples

#### Full Time Fixed

» Full time, fixed roster; Monday to Friday; 8 hours per day.

Shift Capacity												
Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity	
Day	8	Full Time Fixe		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1					

#### Full Time / Part Time Fixed (M-S)

» Full time, fixed roster; Wednesday to Sunday; 8 hours per day.

Shift Capacity												
Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity	
Day	8	Full Time/Par		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1					

» Part Time, fixed roster; Monday to Thursday; 8 hours per day

Shift Capacity												
Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity	
Day	8	Full Time/Par		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	

» Full Time, fixed roster; Mon, Tue, Thu, Fri; 10 hours per day

Shift Capacity												
Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity	
Day	10	Full Time/Par		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	

## Full Time / Part Time / Flexi / Rotating examples

- » Full time, alternating roster; 5 shifts per week, Week A is Mon-Fri and Week B is Sun-Thu; 8 hour day.

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Day	8	Full Time/Par	5	<input checked="" type="checkbox"/>	1						

- » Full time / Part time, rotating roster; student may need to attend up to 7 shifts in one week but will likely attend 4 or less each week; attendance could be on any day of the week; 8 hour day.

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Day	8	Full Time/Par	7	<input checked="" type="checkbox"/>	1						

- » Full time, rotating roster; roster starts on a Saturday; 13 shifts over a 28 day cycle; shifts could be day shift, afternoon shift and night shift; 12 hour day.

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Rotating	12	Full Time/Par	7	<input checked="" type="checkbox"/>	1						

## View and manage capacity variation

Capacity may be changed during the placement cycle via the **View Manage Capacity Variation** page.

1. Select a **Discipline** and **Cycle**
2. Click the **Profiles** menu. Select **View/Manage Capacity Variation**
3. Enter one or more search criteria and the date range for which the capacity will need to be changed
4. Click **Search**
5. The **Manage Capacity Variations** page is displayed

show 15 results [1/1] 7 day view 6 week view 6 month view Tabular view

	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
	24 27 28 29 30	31 32 33 34	35 36 37 38 39	40 41 42 43 44	45 46 47 48 49 50 51 52	
Hunter New England LHD	0/1	1/1	1/1	1/1	0/1	0/1
Muswellbrook Hospital	0/1	1/1	1/1	1/1	0/1	0/1
HNET Muswellbrook (students)	0/1	1/1	1/1	1/1	0/1	0/1
Not applicable						
Day	0/1	1/1	1/1	1/1	0/1	0/1

Select All
  Deselect All
  Edit
  Variation History

6. The numbers displayed represent the available capacity out of the maximum capacity for the period. (0/1 means that there is no capacity available out of a maximum of 1. In order for a new placement to be created, capacity will need to be increased.)
7. Tick the box on the **shift** you want to modify capacity for
8. Click **Edit**
9. The **Modify Unit Capacity** pop-up window is displayed

10. Enter the new "maximum" capacity in the free text field
11. Click **Save**
12. Confirm that the change is reflected on the **Manage Capacity Variations** page

## Tips

- » Click the **Variation History** button on the **Manage Capacity Variations** page to see previous variations to capacity.



- » Do not reduce the capacity to '0' for public holidays. It should be assumed that students will not attend on public holidays unless otherwise discussed.

## Run a capacity calendar report

A capacity calendar report can assist users with monitoring the capacity for a given period.

On the **Manage Capacity Variations** page, Health Service users can export and print a **Capacity Calendar** report.

1. Select a **Discipline** and **Cycle**
2. Click the **Profiles** menu. Select **View/Manage Capacity Variation**
3. Enter search criteria and click **Search**
4. The **Manage Capacity Variations** page is displayed
5. Select the **tabular view**
6. Click the **Printer** icon in the top right corner. The report will be exported to an excel file

### Manage Capacity Variations

Search Criteria						
show 15 results [1/1]						
7 day view		6 week view		6 month view		Tabular view
Health Service	Facility	Unit	Shift/Hours	Student Categories	Available Capacity/Mo capacity	
Hunter New England LHD	Muswellbrook Hospital	HNE1 Muswellbrook	Day/8	UG1,UG2	0/1	

## Interpreting capacity correctly

### Unit/clinician profile

Shift	Hours	Mode	Days per Week	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Capacity
Day	8	Full Time Fixed		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1				

- » The base unit capacity is the maximum number of students or placements that a unit or clinician is happy to take at any one time. Base unit capacity will be applied across the entire cycle.

**View/Manage Capacity Variation page**

show 15 results [1/1]

7 day view 6 week view 6 month view Tabular view

	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Hunter New England LHD	0/1	1/1	1/1	1/1	0/1	0/1
Muswellbrook Hospital	0/1	1/1	1/1	1/1	0/1	0/1
HNEI Muswellbrook (students)	0/1	1/1	1/1	1/1	0/1	0/1
Not applicable						
Day	0/1	1/1	1/1	1/1	0/1	0/1

Select All Deselect All Edit Variation History

- » The numbers on the **View/Manage Capacity Variation** page represent the number of available placements / maximum capacity for the unit or clinician.
- » 0/1 is saying that there is nothing available out of a maximum of 1 placement. 1/1 is saying that there is still 1 placement available out of a maximum of 1 placement.
- » If a health user was to increase the maximum number of placements to 2, then the numbers in July would read 1/2 meaning that there is now 1 placement available out of a maximum of 2 placements.

**Placement pages**

7 day view 6 week view 6 month view Tabular view

July 2015	August 2015	September 2015	October 2015	November 2015
26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48				
2	0→2	0	0→2	0→2
2	0→2	0	0→2	0→2
2	0→2	0	0→2	0→2
2	0→2	0	0→2	0→2

Delete Approve Not Approve Accept Decline Cancel

The numbers on the placement pages represent the available capacity - it does not show the maximum capacity. You can see that for July, there are 2 placements available. In September, there are 0 placements available. In October there are between 0→>2 placements available. This means that some weeks or days in October may have 0 placements available, some weeks or days in October may have 1 placement available and some weeks or days in October may have 2 placements available. Click on the 6 week view or the 7 day view to zoom in further to determine that information.

September may have 0 availability because:

- » there are already 2 placements there which are not visible on this screen because of what was entered as the search criteria
- » the 2 placements in September were cancelled by a health user (also not visible because of what was entered as the search criteria)
- » the unit/clinician manually decreased the capacity due to staff leave

---

Regardless of the reason, if additional placements are required in September, the health user will need to manually increase the capacity via the **View/Manage Capacity Variation** page.

## Placement timing

Placement timing refers to whether the placement will be full time or part time and will follow a fixed or flexible roster.

The placement timing option available for the placement will be dependent on the availability mode that has been selected on the unit or clinician profile. For example, Full Time (M-F) will not be available as an option for units or clinicians that are only available Part-Time, 4 days per week.

### Full time Fixed (M-F)

This is used where the student will attend full time, Monday to Friday each week.

### Full time/Part Time Fixed (M-S)

This is used where the student will attend:

- » Part-time, 4 or less fixed weekdays each week
- » Full time, 5 days where the roster includes one or more fixed weekend days i.e. Mon, Tue, Thu, Fri, Sat
- » Full time where the roster is 4 fixed weekdays and the number of hours per shift is 10 or more

### Flexi Dates and Days (M-F)

This is used for placements where:

- » Attendance of the student is not generally known at the time of booking the placement given that the attendance will be long-term and possibly based on the needs of the patients or clients.
- » At the time of booking, the **start date**, **end date** and **number of placement days required** is all that is to be provided.
- » The attendance will be determined between the supervising clinician and student as time goes on.
- » The student will attend on weekdays only.
- » The **number of placement days required** must be less than the **number of available days** between the start date and end date.

For example a student needs to complete 800 hours (100 placement days) between the start date and end date of the placement. Over a 40 week period, there are 200 available placement days which means that this unit or clinician will be available to take the student.

A single **f** on a placement block denotes a Flexi Dates and Days placement.



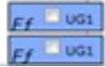
### Full Flexi (M-S)

This is used for placements where:

- » Attendance of the student is not generally known at the time of booking the placement given that the attendance will be long-term and possibly based on the needs of the patients or clients.
- » At the time of booking, the **start date**, **end date** and **number of placement days required** is all that is to be provided.
- » The attendance will be determined between the supervising clinician and student as time goes on.

- » The student may attend on weekdays and weekend days.
- » The **number of placement days required** could be equal to or less than the **number of available days** between the start date and end date.
- » The placement could start and end on any day of the week.

**Ff** on a placement block denotes a Full Flexi placement.



## Tips

- » If you choose **Full Time/Part Time Fixed (M-S)**, select the days of the week required for the placement.
- » If you choose **Flexi Dates and Days (M-F)** or **Full Flexi (M-S)**, enter the total number of days required.
- » If the placement timing is left blank on the search, ClinConnect will return all possible placement options.

## Approve or not approve requested placements

- » Health Service users can **Approve** or **Not Approve** requested placements during the **Approve/Not Approve window**
- » Applies to the disciplines who use the [Request/Approve/Accept](#) placement model

## Approve requested placements

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Approve/Not Approve Placements**

3. Enter one or more search criteria and click the **Search** button
4. The **Approve Placements** page is displayed

Home > Placement Tasks > Approve / Not Approve Placements

### Approve Placements

Search Criteria

Requested Approved Not Approved Accepted Declined Cancelled Total Selected/Approved 1/2

show 15 results [1/19]

7 day view 6 week view 6 month view Tabular view

	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014
Oasis LHD	7	7	7	7	7	7
Oasis General Hospital	7	7	7	7	7	7
Acute and Rehab Spinal (students) Physical,Mixed	2	2	2	2	2	2
Day Haven University	2	2	2	2	2	2
						UG1 >>
						UG3 1 Students
						GEM2 1 Students
Acute Care A (students) Physical	2	2	2	2	2	2
Day Haven University	2	2	2	2	2	2
						UG4 2 Students >>
						UG3 2 Students >>
						GEM1 2
Acute Oasis (students) Mixed	3	3	3	3	3	3
Day Haven University	3	3	3	3	3	3
						UG1 1

1. [Red circle around GEM2 2 Students block]

2. [Red circle around Approve button]

Buttons: Select All, Deselect All, Edit, Submit, Delete, Approve, Not Approve, Accept, Decline, Cancel

- Requested placements are shown as purple blocks
- Select the check-box on the purple placement block you wish to **Approve**
- Click **Approve** at the bottom of the page
- The request block will change from purple to green with a dashed border to indicate it is **Tentatively Approved**

### Bulk approve requested placements

The above process can be done in bulk by clicking the **Select All** button.

### Not approve requested placements

- Select a **Discipline** and **Cycle**
- Click the **Placement Tasks** menu. Select **Approve/Not Approve Placements**
- Enter one or more search criteria and click the **Search** button
- The **Approve Placements** page is displayed
- Requested placements are shown as purple blocks
- Select the check-box on the purple placement block you wish to **Not Approve**
- Click **Not Approve** at the bottom of the page
- The request block will change from purple to yellow with a dashed border to indicate it is **Tentatively Not Approved**

When the window closes, any placement requests that were not actioned will automatically be 'Not Approved'.

### Tips

- » Change the calendar view to a shorter duration (e.g. 7 day view) to zoom in if you can't see the check box on the placement block.

- » Hover over the request until the cursor turns into an arrow with a question mark ?. When the question mark appears, right click to view the placement information.
- » Double click on a placement block to see who made the request.
- » The dashed border indicates a **tentative status** which means that the placements can be approved/not approved as many times as required before the **Approve/Not Approve** placement window closes. If the health service no longer can host the placement, it will need to be cancelled during the **Manage Placements window**.
- » In Round 2, broaden your search to include **Accepted** placements on the **Placement Status** search field. This will then also show placements that were **Accepted** in the first round to help you decide what to approve this time around.

## Edit and approve requested placements

Health Service users can make the following changes to requested placements before approving them.

- » reduce the number of placements
- » move the placement to another unit, clinician or shift
- » change dates (**Flexi Dates and Days** and **Full Flexi** placement types only)

### Process

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Approve/Not Approve Placements**
3. Enter one or more search criteria and click the **Search** button
4. The **Approve Placements** page is displayed
5. Requested placements are shown as purple blocks
6. Select the check box on the placement block you wish to edit
7. Click **Edit**
8. The **Approve / Not Approve / Change Placement** window is displayed

9. Click the **Change and Approve** radio button
  - a. Select the **Change Number of Placements** check-box
    - » Reduce the number of placements
  - b. Select the **Facility/Change Unit/Clinician/Shift** check-box
    - » Optional: Click the **Facility** drop down list and choose an alternative facility
    - » Select the new unit, clinician and/or shift that is required
  - c. Select the **Change Days and Dates** check-box
    - » Make the correct changes. At this stage, dates can only be amended within the initial requested dates
10. Click **Save**

### Tips

- » The number of placements can be changed by entering a number in the box on the requested placement block before clicking **Save**.
- » This process can also be done in bulk however only the common information will be shown on the Edit Pop-up. Information that does not apply to all selected placements will be greyed out.

## Create placements by exception (Health)

Placements by exception are created during the **Manage Placements** window

### Process

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Create Placement by Exception**

**Request Placement**

Search Criteria

Health Service Facility Unit Clinician

Search ... Search ... Search ... Search ...

Ambulance Service NSW  
 Central Coast LHD  
 Far West LHD  
 Healthshare  
 Hunter New England LHD  
 Illawarra Shoalhaven LHD  
 Justice & Forensic Mental

Broken Hill Hospital  
 Dareton CH

Social Work

[More Criteria >>](#)

Supervision Type \*  
Health Provided

Makeup Placement

From \* 06/07/2015 To \* 31/07/2015

Education Provider \* Southern Cross University

Placement Timing Full Time Fixed (M-F)

M T W T F S S

Suggest placements by Placement Duration

**Search**

3. Enter one or more search criteria and click the **Search** button

4. Possible placement options will be denoted as a light blue/grey placement block
5. Select the placement block you wish to create
6. Click the **Accept Exception** button
7. The placement block will now turn blue and will have an unbroken border to indicate it is locked in as an **Accepted** placement. Accepted placements are given placement identification numbers or **Placement IDs** and are ready for students to be assigned
8. The Education Provider user will receive an automatic email telling them that a **Placement by Exception** was created

## Tips

If no search results are displayed, check the following:

- » Is there enough capacity? Check the **View/Manage Capacity Variation** page.
- » Has the correct **Supervision Type** been used? Check the unit or clinician profile to see what the available options are.
- » Has the correct **Placement Timing** been used? Check the unit or clinician profile to see what the available options are.
- » Placements can commence in Cycle 1 and end in Cycle 2 as long as there is available capacity.

## Accept or decline requested placements by exception (RPbE)

Health service users will receive an automatic notification advising them that a placement by exception has been requested in ClinConnect. They can now either **Accept** or **Decline** the **Requested Placement by Exception**. This is done on the **Manage Placements** page.

### Accept requested placements by exception

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Manage Placements**

**Manage Placements**

▼ Search Criteria

Search by Placement Id:

OR

Search by Student Id:

OR

Enter Search Criteria:

Education Provider  Health Service  Facility  Unit

Search ...  Search ...  Search ...  Search ...

- Australian Catholic University
- Australian College of Applied Psychology
- Australian National University
- Bond University
- Ambulance Service NSW
- Central Coast LHD
- Far West LHD
- Healthshare
- Hunter New England LHD
- Illawarra Shoalhaven LHD
- Justice & Forensic Mental

[More Criteria >>](#)

Sort by: Education Provider A to Z

Placement Status

- Requested PbE
- Requested
- Approved
- Not Approved
- Accepted
- Declined
- Cancelled by LHD
- Cancelled by EP

Date From \*

Date To \*

Placement Timing

Placement by Exception

Makeup

3. Enter one or more search criteria to locate the **Requested Placement by Exception**. You can filter by checking **Requested Placement by Exception** in the **Placement Status** box
4. Click **Search**
5. The **Manage Placements** page is displayed

3	3	3	3	3
		UG2 1		

6. **Requested Placements by Exception** will be shown as pink placement blocks
7. Optional: Reduce the number of placements you wish to Accept by changing the number on the pink placement block
8. Click the **Accept RPbE** button
9. The placement block will now turn blue indicating it is an **Accepted** placement ready for students to be assigned. **Accepted** placements are given placement identification numbers or **Placement IDs**

3	2→3	2	2→3
		UG2 1	

## Decline requested placements by exception

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Manage Placements**

3. Enter one or more search criteria to locate the **Requested Placement by Exception**. You can filter by checking **Requested Placement by Exception** in the **Placement Status** box
4. Click **Search**
5. The **Manage Placements** page is displayed
6. **Requested Placements by Exception** will be shown as pink placement blocks
7. Select the placement block that you wish to **Decline**
8. Click the **Decline RPbE** button
9. The placement block will now turn orange indicating it is a **Declined** placement.

3	3	3	3
3	3	3	3
		<input type="checkbox"/> UG2 1	

### Tips

- » RPbEs can be **Accepted** in bulk by clicking the **Select All** button and then clicking **Accept**.
- » RPbEs can be **Accepted** or **Declined** as many times are required before the cut off rule applies for assigning students.
- » An **Accepted** RPbE cannot be **Declined** once a student has been assigned. It would then have to be **Cancelled**.
- » RPbEs that are not actioned in line with the cut-off rule for assigning students, will automatically be **Declined** by ClinConnect.
- » If a health service user receives a notification that an education provider user has submitted a **Requested Placement by Exception** but the placement isn't visible on the **Manage Placements** page, it could be because the education provider user has since **Deleted** the **Requested Placement by Exception**.

## Edit and accept requested placements by exception

Health service users can make the following changes to requested placements by exception before accepting them.

- » reduce the number of placements
- » move the placement to another unit, clinician or shift
- » change the dates of the placement (**Flexi Dates and Days** and **Full Flexi** placements types only)

### Process

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Manage Placements**

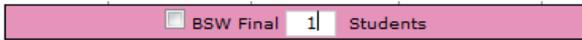


- c. Select the **Change Days and Dates** check-box
  - » Make the correct changes. At this stage, dates can only be changed within the initial requested dates

11. Click **Save**

## Tips

- » The number of placements can be changed by entering a number in the box on the requested placement by exception block before clicking **Save**.

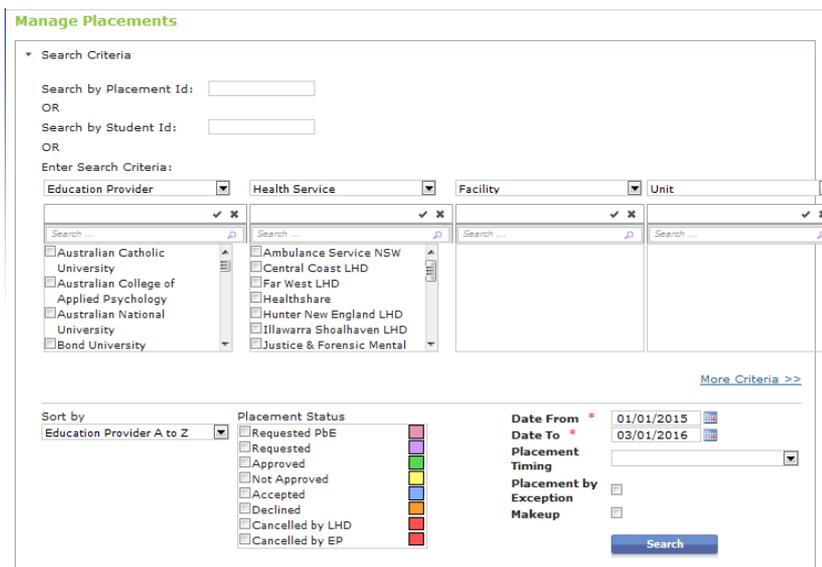


- » The **Edit and Accept** process can also be done in bulk however only the common information will be shown on the **Edit Pop-up**. Information that does not apply to all selected placements will be greyed out.

## Find accepted placements

### Process

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Manage Placements**



3. Enter one or more search criteria and click the **Search** button
4. The **Manage Placements** results page will then be shown



**Edit Accepted Placement**

**List of Placements**

	Placement ID	Student Number	First Name	Last Name
<input checked="" type="checkbox"/>	303828			
<input type="checkbox"/>	303829			

5. Click **Save**
6. You will now see two separate placement blocks. The first will have the placement/s you do not wish to action and the second will have the placement/s you do wish to action.

### Change the end date

**End dates** of **Accepted** placements can be changed by any health service user right up until the day before the end date of the placement. This is to reflect students who don't attend all of their placement or placements that need to be lengthened to accommodate days that were missed.

1. [Find Accepted placements](#)
2. Select the placement block
3. Click the **Edit** button
4. On the **Edit Pop-up**, change the end date of the placement

**Original Details**

Date From:   
Date To:   
Days: M T W T F S S

Total placement days required over selected block:

**Change Placement End Date**

From:   
To:    
Placement days calculated:

5. Click **Save**

### Change the start date for Flexi Dates and Days and Full Flexi placements

Start dates for Flexi Dates and Days and Full Flexi placement types can be made up until the day before the original start date. The start date cannot be changed to be any earlier than the original start date.

1. [Find Accepted placements](#)
2. Select the placement block
3. Click the **Edit** button
4. On the **Edit Pop-up**, change the start date of the placement. The start date cannot be changed to an earlier date
5. Click **Save**

Start dates for other placement types can only be changed by the ClinConnect Team or Health Service Coordinator.

### Change the number of placement days for Flexi Dates and Days and Full Flexi placement types

Health users can amend the number of placement days for Flexi Dates and Days and Full Flexi placement types up until the end date of the placement.

- 
1. [Find Accepted placements](#)
  2. Select the placement block
  3. Click the **Edit** button
  4. On the **Edit Pop-up**, change the number of placement days in the box
  5. Click **Save**

## Move (change location of) accepted placements

This option is only available if there are other units, clinicians or shifts with available capacity that are in the same discipline and stream and have the same student category as the original placement. You cannot move the placement block to a unit that is in a different Health Service unless you have permission to access that Health Service. Placements cannot be moved across disciplines but can be moved up until the end date of the placement.

1. [Find Accepted placements](#)
2. Select the placement block
3. Click the **Edit** button
4. On the **Edit Pop-up**, only available locations will be displayed in the drop down menus



**Move Placements to Another Unit/Shift**

Facility: John Hunter Hospital

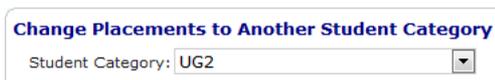
Unit: Nuclear Medicine

Shift: Day

5. Select the new location and shift
6. Click **Save**

## Change the student category and supervision type

1. [Find Accepted placements](#)
2. Select the placement block
3. Click the **Edit** button
4. On the **Edit Pop-up**, change the **Student Category** or **Supervision Type** as required



**Change Placements to Another Student Category**

Student Category: UG2

5. Click **Save**

## Add comments and attachments

Comments can be made and attachments can be uploaded by either health service or education provider users. They can be made at any time.

1. [Find Accepted placements](#)
2. Select the placement block
3. Click the **Edit** button
4. On the **Edit Pop-up**, enter a comment or upload an attachment

5. Click **Save**

**Tips**

- » An asterisk will be displayed on blue placement block indicating that a change has been made to the original placement block.
- » You can view the changes by double clicking on the blue **Accepted Placement Block** which brings up the **Change History**.

## Cancel placements

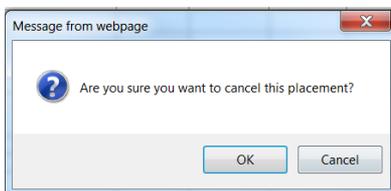
Health service users and educations provider users can cancel **Accepted** placements if they are no longer needed or can no longer be accommodated. This is done on the **Manage Placements** page. Placements can be cancelled up until the day before the placement is due to start.

### Cancel placements manually

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Manage Placements**
3. Enter one or more search criteria and click the **Search** button

	July 2015	August 2015	September 2015	October 2015	November 2015
	26 27 28 29 30	31 32 33 34	35 36 37 38 39	40 41 42 43 44	45 46 47 48
	2	0→2	0	0→2	0→2
	2	0→2	0	0→2	0→2
	2	0→2	0	0→2	0→2
	2	0→2	0	0→2	0→2
				<input checked="" type="checkbox"/>	

4. Select the blue placement block that you need to cancel. You will have the option to cancel only some of the placements in the placement block
5. Click the **Cancel** button



6. A confirmation message is displayed. Click **OK**
7. The **Cancel Placement** window is displayed
8. Select the number of placements (students) you want to reduce the placement to in the **To** field

» If there are students assigned to the placement, select the students you want to remove from the placement block

Student Number	First Name	Last Name
<input type="checkbox"/> S59876543	John	Smith
<input checked="" type="checkbox"/> 123123123	Mary	Jones

9. Enter a **Reason for Reduction/Cancellation**
10. Click **Save**

7 day view							6 week view							6 month view							Tabul						
July	August		September		October		November		July	August		September		October		November		July	August		September		October		November		
2015	2015		2015		2015		2015		2015	2015		2015		2015		2015		2015	2015		2015		2015		2015		
26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48					
2	0→2		0		0→2		0→2		2	0→2		0		0→2		0→2		2	0→2		0		0→2		0→2		
2	0→2		0		0→2		0→2		2	0→2		0		0→2		0→2		2	0→2		0		0→2		0→2		
2	0→2		0		0→2		0→2		2	0→2		0		0→2		0→2		2	0→2		0		0→2		0→2		

The placement will be recorded as being either **Cancelled by Health** or **Cancelled by Education Provider** depending on the user who cancelled the placement.

### Example

An accepted placement block contains 5 placements. 2 of these placements can no longer be accommodated by the health service. 5 students are assigned.

To cancel these placements, the user needs to reduce the number of placements from 5 to 3.

Select the 2 students you wish to cancel, enter the reason for the cancellation such as 'staff leave' and click Save. You will see one blue placement block with the 3 Accepted placements and one red placement block with the 2 Cancelled placements.

## Automatic cancellations

ClinConnect will automatically cancel placements in the following circumstances:

1. Students were not assigned by the Education Provider in time as outlined by the 'assigning students to placements' rule.
2. The student assigned failed to meet compliance requirements in time as outlined by the rule governing this requirement.

Automatic cancellations are recorded as being *Cancelled by the Education Provider*.

Cancelled By Education Provider	Day	HNELHD	John Hunter Hospital	Nuclear Medicine	15/06/2015	24/07/2015	Full Time Fixed (M-F) (Mon,Tue,Wed,Thu,Fri)	1/UG2	19/05/15 03:04 PM	admin@icpbs.com
---------------------------------	-----	--------	----------------------	------------------	------------	------------	---	-------	-------------------	-----------------

## Tips

- » Filter your search by ticking **Accepted** placements in the **Placement Status** box.

## Find individual student profiles

To find students, a **Discipline** is not required in the top right hand corner.

1. Click the **Student Tasks** menu. Select **Student Details > Find Student**

2. The **Student Search** page is displayed. Enter one or more search criteria (e.g. student ID or last name). (Education provider users won't have the top two fields)
3. Click the **Search** button
4. The search results are displayed
5. Click the **hyperlink** on the student's name, the **View**, **Editor** **Verify** button (whichever is available)

Select	Student ID	Student First Name	Student Last Name	Email	Discipline	Sub Discipline	Campus	Clinical School	Student Status	Student Fully Verified	Verify
<input type="checkbox"/>	SS9876543	<a href="#">John</a>	<a href="#">Smith</a>		Nursing	Nursing			Active	Yes	<a href="#">Edit</a>

Education provider users with access to that student's profile will be able to make changes to the student's details. Health service users can only view some of the student's details. Health Service users cannot view the student's email address.

## Tips



- » Click the **Student Details History** icon (  ) towards the top right of the page to see changes made to the student's details (e.g. change of surname) and to see who created or updated the student's details.

## Record student compliance information (student verification)

For further information regarding the mandatory requirements for students attending clinical placements in NSW Health facilities, please visit the [ClinConnect website](#).

Only Health Service users can enter the verification information into ClinConnect.

## Process

1. [Find Student Profiles](#)

### Student Search

Search Criteria											
Search Results											
2 Record(s) Found											
Select	Student ID	Student First Name	Student Last Name	Email	Discipline	Sub Discipline	Campus	Clinical School	Student Status	Student Fully Verified	Verify
<input type="checkbox"/>	12121212	Mary	Smith	mary.smith.st	Psychology	Psychology			Active	No	<a href="#">Verify</a>

2. The **Student Verification** page is displayed

### Student Verification Details

Received Valid:

None
  Police Check (NPC, AFP or CPAC)
  Conditional Letter

Expiry Date: 
 Overseas Student Police Check (in English) or STAT-DEC verified

Original Police Check to be sighted

Expiry Date:

---

NSW Code of Conduct Verified: 
 Signed Commission for Children and Young People declaration:

---

Immunisation:

Start Date of Temporary Compliance Period:

Immunisation Expiry Date:

---

VET in Schools Student: 
 VET Expiry Date:

3. Enter the compliance information
4. Click **Save**

### Student compliance information

This table summarises what to enter in ClinConnect for each of the compliance requirements as per NSW Health policy.

Screen item	You must:
None	Select this if the student has not been verified. This is the default setting for all students.
Police Check (NPC, AFP or CPAC)	National Criminal Record Checks are valid for three years from the date of issue. Enter the date of expiry in the expiry date field.
Conditional Letter	Enter the expiry date provided on the letter.
Original Police Check to be sighted	Select if the National Criminal Record Check is to be sighted before the placement begins, which may be the first morning of the placement. Un-check this check-box once an acceptable original National Criminal Record Check has been sighted with the student in person.
Overseas Police Check (in English) and STAT-DEC verified	Check this box when a student presents an Overseas Police Check (in English) or Statutory Declaration declaring they have no criminal convictions in any country they have resided in or been citizens of since turning 16 years of age.
NSW Code of Conduct Verified	Check this box when the student presents a signed declaration that they agree to abide by the NSW Code of Conduct.
Immunisation	Indicate the status of the student's immunisation; options are Compliant, Temporarily Compliant* or Not Compliant.
*Temporary Hepatitis B / Tuberculosis / Contraindication	This is only applicable for first year students who: <ul style="list-style-type: none"> <li>» have commenced, but not yet completed, a course of Hepatitis B vaccination; or</li> <li>» require tuberculosis screening but have not yet been screened; or</li> <li>» have a temporary contraindication (e.g. pregnancy).</li> </ul>
Immunisation Expiry Date	Enter the date that the student had their first assessment. This must be a date within the last 6 months.
VET in School Student	The NSW Health mandatory requirements do not apply for 'VET in Schools' students. This category will only work for students whose Pathway is entered as VET by the Education Provider when creating the student in ClinConnect. If this category is chosen, ClinConnect will automatically indicate the student as being fully verified without having to enter other compliance details.
VET Expiry Date	Enter the Expiry Date as the end date of the student's course i.e. 31/12/2018

## View verification history on student profiles

ClinConnect records the user/date/time stamp of the health service user who enters a student's compliance information. Health service and education provider users can view a student's verification history on the student's profile.

### Process

1. [Find Student Profiles](#)
2. The **Student Verification** page is displayed

Student Details 

---

**Education Provider Details**

Education Provider ID: CC123      Education Provider Name: City College

---

**Student Details**

EP Student ID: \*       AHPRA Student Registration Number:

Student Name: \*        Pathway: \*

Email:

Sub Discipline: \*

Gender: \*

Year of Birth: \*

Indigenous Status:

Overseas Police Check Required:

Student Funding Source:

Campus:

---

**Status Details**

Student Status:  Active  Inactive      Date Profile Created: 24/07/2015

Student Fully Verified: Yes      Date Profile Inactivated:      Next Verification Expiry Date: 28/07/2017

---

**Student Verification Details**

Received Valid:

None

Police Check (NPC, AFP or CPAC)      Expiry Date:        Overseas Student Police Check (in English) or STAT-DEC verified

Original Police Check to be sighted

Conditional Letter      Expiry Date:

---

NSW Code of Conduct Verified:       Signed Commission for Children and Young People declaration:

---

Immunisation:

Immunisation Expiry Date:

---

VET in Schools Student:

VET Expiry Date:

---

3. Click the **View Verification History** button to display the verification history table.

Verification History										
Police Check	Police Check Expiry	Original Police Check still to be sighted	Overseas Police Check	Code Of Conduct	Immunisatio Status	Immunisation Expiry	VET in Schools Student	VET Expiry Date	Modified By	Modified At
Police Check	12/08/2017		Not Verified	Verified	Compliant		No		nbank	26/06/2015 7:56:10 PM

## Overseas police check required field

Education Providers are asked to enter whether an **Overseas Police Check** is required for each student. The default value is **No**. They can do this for each individual student's profile as well as by using the bulk upload spreadsheet.

This will prompt the health service to ask the student for an **Overseas Police Check** during a verification session therefore ensuring compliance with NSW Health policy.

If the **Overseas Police Check Required** field = **Yes**, then ClinConnect will not allow a National Criminal Record Check to be entered until an Overseas Police Check can also be entered at the same time. Therefore the student will be **Not Compliant** until they can provide their Overseas Police Check also.

## View and monitor student compliance

### Individual student profiles

This will allow you to monitor the compliance of one student at a time.

## 1. Find Student Profiles

Student Details 🔍

**Education Provider Details**

Education Provider ID: CC123      Education Provider Name: City College

**Student Details**

EP Student ID: \* CC189763      AHPRA Student Registration Number:

Student Name: \* John      Smith      Pathway: \* Undergraduate

Email:

Sub Discipline: \* Counselling

Gender: \* M

Year of Birth: \* 1991

Indigenous Status:

Overseas Police Check Required: No

Student Funding Source:

Campus:

**Status Details**

Student Status:  Active  Inactive      Date Profile Created: 24/07/2015

Student Fully Verified: Yes      Date Profile Inactivated:

Next Verification Expiry Date: 28/07/2017

**Student Verification Details**

Received Valid:

None

Police Check (NPC, AFP or CPAC)      Expiry Date: 28/07/2017       Overseas Student Police Check (in English) or STAT-DEC verified

Original Police Check to be sighted

Conditional Letter      Expiry Date:

---

NSW Code of Conduct Verified:       Signed Commission for Children and Young People declaration:

---

Immunisation: Compliant

Immunisation Expiry Date:

---

VET in Schools Student:

VET Expiry Date:

2. Scroll down to the bottom of the page to view the student's compliance details

## Student verification report

This report allows you to search for all students whose current compliance requirements will expire before a certain date. E.g. National Criminal Record Check or Temporary Compliance period. Their email address will also be included (for education provider users only) to assist with contacting them regarding any compliance issues.

1. **Reports** menu > **Student verification report**
2. Enter in search criteria
3. Click **View Report**

## Download and export student details from the 'find student' search page

This will give you a list of all students at an education provider, within a discipline, who are currently active, or who may even be studying at a particular campus or clinical school. Their email address will also be included (for education provider users only) to assist with contacting them regarding their compliance issues.

### 1. Student Tasks menu > Find Student

**Student Search**

▼ Search Criteria

Education Provider ID:

Education Provider Name:

Discipline:

Sub Discipline:

Campus:

Clinical School:

EP Student ID:

AHPRA Student Registration Number:

Student Name:

Email:

Student Status:

Student Fully Verified:

Pathway:

Date Profile Created:  to

Export to File:

2. Enter search criteria
3. Select **Student Profile and Verification Details** on the **Export to File** option at the bottom of the page
4. Click **Export**
5. All your results will be displayed in an excel spreadsheet so you can sort and manage students

## Placement allocation report

This report will give you the compliance details for students who are assigned to placements.

1. **Reports menu > Placement Allocation Report**
2. Enter search criteria
3. Click **View Report**
4. Go to page 2 of the report by clicking the blue arrow at the bottom of the grey search criteria section
5. Scroll across to the right to view the student compliance details
6. Export this information into excel so that you can sort and manage these students

## Assign and swap students to individual placements

Students are assigned to **Accepted** placements.

The Student Placement Agreement (SPA), mandates when students must be assigned to placements and when students can be swapped to those placements. If a student is not assigned to a placement by the timeframe outlined, then ClinConnect will automatically cancel the placement. If the timeframe for swapping students has passed, the Education Provider user will be locked out from making any further changes.

A profile must be created for each student before a student can be assigned to a placement and the profile must be **Active**.

## Assign students to individual placements

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Assign Students to Placements**
3. Enter one or more search criteria. You can narrow your search by selecting placements with a **Placement Status of Accepted**
4. Click **Search**
5. The **Search Placements** page is displayed
6. On the **Search Placements** page, scroll across to find the student details columns

**Search Placements**

→ Search Criteria - Accepted Clinical Placements to Assign Students

..	Placeme Id	Health Service	Facility	Shift/s	Placem Start	Placem End	Sub Discipline	EP Student ID	First Name	Last Name	EP Supervisor (if applicable)	Fully Verified	Unit	
<input type="checkbox"/>	293787	Illawarr Shoaliba LHD	ISH Mental Health	Day/8	3/08/20	31/12/2		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Adolesce MH Inpatient	<input type="button" value="Clear"/>

7. Enter the student's **Student ID** OR **first name** OR **last name** in the appropriate columns. As you type, ClinConnect will provide a list of possible matches. Select the correct student from the list
8. Continue to enter the details for all placements on that page
9. Click **Save**

**REPEAT** the above process for each page of placements making sure that you press **SAVE** for **EVERY** page.

### Tips

- » Search by **Placement ID** to find individual placements.
- » If you can't find the placement, make sure that you've got the correct discipline and cycle or check that the placement hasn't been cancelled.
- » It is not mandatory to enter any information in the **Student Supervisor** column.
- » Use the **Columns** link in the bottom left corner of the screen to customise the columns displayed on the screen, and the order of these columns.

## Swap students assigned to individual placements

1. Select a **Discipline** and **Cycle**
2. Click the **Placement Tasks** menu. Select **Assign Students to Placements**
3. Enter one or more search criteria to locate the placement and click the **Search** button
4. The **Search Placements** page is displayed
5. Click the **Clear** button to remove the current student from the placement. (You may need to scroll across first)
6. Enter the new student's **Student ID**. As you type, a list of possible matches will be displayed. Select the correct student from the list
7. Click **Save**

### Tip

- » Searching by **Student ID** will be helpful when swapping students. You can search for the student who is currently assigned to the placement.

## Mark commencement

Health Service users are responsible to mark that the student **Commenced** their placement. Ideally this should be done on the first day of the placement. It cannot be done before the placement starts.

### Process

1. Select the **Discipline** and **Cycle**
2. Click the **Student Tasks** menu. Select **Manage Commencement and Attendance**
3. Enter one or more search criteria and click the **Search** button
4. Find the student/placement you want to mark, and click the check-box next to their name

Home > Student Tasks > View Attendance

**Search Placements**

Search Criteria - Accepted Clinical Placements to Record Attendance

..	Health Service	Facility	Unit	Shift/Hours	Student Category	Placement Start	Placement End	Student ID	First Name	Last Name	Sub Discipline	Commencem
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Occ Therapy Dept - Inpatients	Day/8	GEM1	11/06/2012	6/07/2012	C33300	Hilary	Clinton	Occupation Therapy	Attended
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Occ Therapy Dept - Inpatients	Day/8	GEM2	28/05/2012	8/06/2012	12279	Ava	Battersea	Occupation Therapy	Attended
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Occ Therapy Dept - Inpatients	Day/8	UG2	18/06/2012	29/06/2012	900904	Lisa	Dolan	Occupation Therapy	Attended
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Occ Therapy Dept - Inpatients	Day/8	GEM1	28/05/2012	8/06/2012	12280	Joshua	Cornwall	Occupation Therapy	No Show
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Occ Therapy Dept - Outpatients	Day/8	GEM1	28/05/2012	8/06/2012	941120	Jamie	Kerr	Occupation Therapy	No Show
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Occ Therapy Dept - Outpatients	Day/8	UG1	11/06/2012	15/06/2012	30180	Jared	Clinton	Occupation Therapy	Attended
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Occ Therapy Dept - Outpatients	Day/8	UG1	11/06/2012	15/06/2012	3330014	Brendon	Miller	Occupation Therapy	Attended
<input type="checkbox"/>	Haven LHD	Haven District Hospital	Inpatients	Day/8	UG1	4/06/2012	8/06/2012	101500	Suzie	Dennis	Occupation Therapy	Attended
<input type="checkbox"/>	Haven LHD	Haven District Hospital	Inpatients	Day/8	UG1	4/06/2012	8/06/2012	2048035	Georgina	Middleton	Occupation Therapy	Attended
<input type="checkbox"/>	Haven LHD	Haven District Hospital	Inpatients	Day/8	UG1	11/06/2012	15/06/2012	555000	Sarah	Kirkpatrick	Occupation Therapy	Attended
<input type="checkbox"/>	Haven LHD	Haven District Hospital	Rehabilitation Unit	Day/8	GEM2	28/05/2012	8/06/2012	3456432	Ebony	Ivey	Occupation Therapy	Attended
<input type="checkbox"/>	Oasis LHD	Oasis General Hospital	Oasis Mental Health OT	Day/8	GEM2	11/06/2012	6/07/2012	4848905	Jackie	Gilford	Occupation Therapy	Attended

Columns Page 1 of 1

Select All
  Deselect All
  Commenced Placement
  Not Commenced
  Daily Attendance

5. Click the **Commenced Placement** button
6. A confirmation message is displayed. Click **OK**

Similarly, if the student did **Not Commence** their placement, click the **Not Commenced** button instead and enter the most appropriate reason.

**Not Commenced Reason** [X]

Not Marked  
 No Show  
 Turned Away by Health  
 Select Reason [v]

Comments

[Text Area]

## Mark daily attendance

Health service users and education provider users are able to **Mark Daily Attendance**. This can only be done after the health service user has marked that the placement has **Commenced**.

### Process

1. Enter a **Discipline** and **Cycle**
2. Click the **Student Tasks** menu. Select **Manage Commencement and Attendance** (health users) or **Record Attendance** (education provider users)
3. Enter one or more search criteria and click the **Search** button

The screenshot shows a web interface for 'Search Placements'. At the top, there is a breadcrumb trail: Home > Student Tasks > View Attendance. Below this is a search bar with the text 'Search Criteria - Accepted Clinical Placements to Record Attendance'. A table lists three placements, each with a checkbox in the first column. The second row's checkbox is checked and circled in red, with a '1.' next to it. The table columns are: Health Service, Facility, Unit, Shift/Hours, Student Category, Placement Start, Placement End, Student ID, First Name, Last Name, Sub Discipline, and Commencement. Below the table, there are three buttons: 'Select All', 'Deselect All', and 'Daily Attendance'. The 'Daily Attendance' button is circled in red, with a '2.' next to it.

	Health Service	Facility	Unit	Shift/Hours	Student Category	Placement Start	Placement End	Student ID	First Name	Last Name	Sub Discipline	Commencement
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Ambulatory Care	Day/8	UG 4	1/07/2013	2/08/2013	89413	Cathy	Pearce	Physiothera	Attended
<input checked="" type="checkbox"/>	Haven LHD	Haven Base Hospital	Ambulatory Care	Day/8	UG 4	1/07/2013	2/08/2013	88665	Charlie	Butler	Physiothera	Attended
<input type="checkbox"/>	Haven LHD	Haven Base Hospital	Ambulatory Care	Day/8	UG 4	1/07/2013	2/08/2013	895632	Mark	Payne	Physiothera	Attended

4. Find the student you want to mark, and click the check-box next to their name
5. Click the **Daily Attendance** button
6. A calendar will be displayed with green days between the start and end dates of the placement. The green days mean that the student attended that day. Click on the day/s that the student did not attend and that day will turn red
7. Click **Save**

## Find facilitator profiles

Facilitators are employed or contracted by an education provider to supervise students on clinical placements. Though facilitators may also be NSW Health staff, at the time of facilitation they are not being paid by NSW Health. As such, it is important to ensure that facilitators meet the compliance requirements as outlined in NSW Health policy.

### Process

1. **Facilitator Tasks** menu > **Find Facilitators**
2. Enter search criteria
3. The results table will be displayed
4. Click the **hyperlink** on the facilitators first name or last name or the **View** or **Edit** buttons

## Edit facilitator details

Education provider users and health service coordinators are able to edit facilitator details such as name, date of birth and professional registration information.

## Process

1. **Facilitator Tasks** menu > **Find Facilitators**
2. Enter search criteria
3. The results table will be displayed
4. Click the **hyperlink** on the facilitator's first name or last name to access the facilitator's profile
5. Make any necessary changes
6. Click **Save**

## Tip:

- » Disciplines that are no longer required for the facilitator can be inactivated by un-ticking the **Active** box. The rest of the facilitator's profile will remain active.



### Facilitator Details

Facilitator ID: DelR0501

Facilitator Name: \*

Date of Birth: \*  

Email:

### Disciplines

Discipline:  

Registration Number:       Expire Date:        Active:

Discipline:  

Registration Number:       Expire Date:        Active:

### Status Details

Facilitator Status:  Active  Inactive      Date Profile Created: 26/06/2015

Facilitator Fully Verified: No      Date Profile Inactivated:

Next Verification Expiry Date:

## Inactivate and delete facilitator profiles

Facilitator profiles that are no longer required should be **Inactivated**. Facilitator profiles can be **Deleted** if they were created in error. They can only be deleted if no compliance information has been entered. Once compliance information has been entered, the facilitator profile can only be **Inactivated**.

---

## Inactivate facilitator profiles

### 1. [Find facilitator profiles](#)

The screenshot shows a web form for a facilitator's profile. It is divided into three main sections: Facilitator Details, Disciplines, and Status Details. The Facilitator Details section includes fields for Facilitator ID (DelR0501), Facilitator Name (Ronald Deloris), Date of Birth (01/01/1970), and Email (r.deloris@hmail.com). The Disciplines section lists two disciplines: Nursing and Midwifery, each with a registration number, an expiry date of 31/05/2016, and an active status checkbox. The Status Details section shows the facilitator is currently Active, with a date profile created of 26/06/2015 and a next verification expiry date.

2. Once in the facilitator's profile, scroll down to view the **Status Details** for the facilitator
3. Select the **Inactive** radio button
4. Click **Save**

If you make a mistake, you can **Activate** the facilitator again by selecting the **Active** radio button and clicking **Save**.

## Delete facilitator profiles

1. [Find facilitator profiles](#)
2. Once in the facilitator's profile, scroll down to the bottom of the page
3. Click the **Delete** button
4. A confirmation message will be displayed
5. Click **OK**

## Verify facilitators

Only health service users are able to verify facilitators and enter the information into ClinConnect.

### Process

1. [Find facilitator profiles](#)
2. Click the **Edit** button for the facilitator you wish to verify
3. Enter all compliance information. Facilitator compliance is the same as for students except that they also require a Working with Children's Check and an expiry date.
4. Click **Save**

### Tip

- » You can click the **View Verification History** button to see who entered the compliance information for the facilitator.

### Create facilitator profiles

Facilitators are employed or contracted by an education provider to supervise students on clinical placements. Though facilitators may also be NSW Health staff, at the time of facilitation they are not being paid by NSW Health. As such, it is important to ensure that facilitators meet the compliance requirements as outlined in NSW Health policy.

Education provider users and health Service coordinators are able to create facilitators.

#### Process

1. **Facilitator Tasks** menu > **Create Facilitator**
2. Enter the Facilitator's details
3. Facilitators can have one or more disciplines - enter all that is required
4. Enter the registration/accreditation number and expiry date for each of those disciplines if applicable
5. Check the profile is **Active**
6. Click **Save**

#### Tips

- » Clinicians who are employed by NSW Health at the time of supervising students, are not facilitators.
- » Facilitators are not assigned to education providers as they may work for more than one.
- » ClinConnect will not allow duplicates to be created based on the combination of the facilitator's first name, surname and date of birth.

- » Users can view the **Facilitator Details History** by clicking the  symbol on the page. This will show who created and made changes to the facilitator's profile.

### Export facilitator profiles to file

Exporting facilitators to file will assist users to sort and manage facilitator details including their compliance information.

#### Process

1. **Facilitator Tasks** menu > **Find Facilitators**
2. Enter search criteria but do not click **Search** (see tip below)
3. Click the **Export Facilitators to File** button
4. The data will be displayed on an excel spreadsheet

#### Tip:

- » If the **Search** button is clicked in Step 2 above, you can still access the **Export Facilitators to File** button by clicking on the words **Search Criteria** to expand out the search criteria section and view the **Export Facilitators to File** button once again

---

## Introduction to reports

Health service users and education provider users can generate reports (available on the **Reports** menu) to assist in managing clinical placements.

### Report concepts

#### Search criteria allows you to filter data

You can filter your search criteria to narrow the amount of data returned in your search results. Report filters are standard for all users; therefore some filters may not be relevant to you. Filters which are multi-select are defaulted as 'show all'.

#### Dates

Dates can be entered using the calendar tool or typed in manually.

#### Report by

Refers to whether you want to report by placements, placement days or placement hours. Please note: placements refer to ClinConnect placements. A student may have one or more ClinConnect placements that make up their overall placement experience.

#### Placement scenario

Refers to all placements, make-up placements and placements by exception. Most reports will be generated using 'all placements'.

#### Group data

Groupings can be used to display the data in more detail. With no groupings applied, data will be displayed at the highest level as in the example below.

Groupings: None

Health Service	Placement Hours
Health Service A	12,000

Grouping the data by Facility and Discipline in Health Service A, will provide more detailed information.

Group 1: Facility

Group 2: Discipline

Health Service	Facility	Discipline	Placement Hours
Health Service A	Facility Y	Nursing	5,000
Health Service A	Facility Y	Social Work	1,000
Health Service A	Facility Z	Nursing	4,000
Health Service A	Facility Z	Social Work	2,000
<b>TOTAL Placement Hours</b>			<b>12,000</b>

#### Sort data

Data can be sorted into alphabetical or chronological order if required.

### Export data

Data can be exported to other applications using a choice of file formats: word, excel, csv, pdf, tif, xml, html.

### General tips for working with reports

- » Reports are usually found on page 2 or 3. Page 1 summarises the search criteria. Use the blue arrows in the bottom left corner of the grey search section to move through pages.
- » Apply filters to reduce the amount of data returned.
- » Some reports only allow the first 1101 records to be displayed. To view the rest of the records, the report will need to be run multiple times using narrower search criteria.
- » Type dates directly into the date fields rather than using the calendar tool.
- » When the report filters include Unit and Clinician drop-downs, select a Facility first to restrict the number of options displayed.
- » Remember that ClinConnect restricts what data you can report on depending on your role and user permissions.

### Available reports

Name	Description
Cancellation Comments	Shows the comments entered for placement cancellations.
Cancellations	Shows the various types of cancellations that occurred during a particular period i.e. cancelled by health or cancelled by education provider and whether the cancellations occurred early or late with respect to the start date of the placement. The report can provide the number of placements, placement days and placement hours for each cancellation type.
Capacity Trend	Shows the maximum and available capacity for units or clinicians. Data can be viewed in weekly, monthly or six-monthly or yearly increments.
Clinician Profile	Provides a list of clinicians and the clinician details within units.
Commencement Status	Shows the commencement status for placements that occurred during a particular period i.e. Commenced, Not Commenced, Not Marked. The report can provide the number of placements, placement days and placement hours for each commencement status.
Commencement Status Comments	Shows the comments entered for placements that were marked as 'Not Commenced'.
Education Provider Contact	Shows the ClinConnect Coordinator, Delegate and discipline contacts for Education Providers. Can be filtered by discipline and contact type.
Facility Profile	Shows the information contained on the facility profiles.
Health Service Contact	Provides Health Service contacts including the ClinConnect Coordinator and Delegate, facility contacts, unit and clinician contacts. Can be filtered by discipline and contact type.

HWA Report	<p>Generates the information that is required for Health Workforce Australia (HWA) / the Department of Health (DOH) purposes. Utilises the HWA placement settings.</p> <p>This report only displays placements that were marked as commenced.</p>
Placement Allocation	<p>Shows a list of placements, the students assigned and the student's compliance details within the search criteria.</p> <p>You can use this report to identify:</p> <ul style="list-style-type: none"> <li>» The students you are expecting to commence.</li> <li>» Placements that have not yet had students assigned.</li> <li>» Placements that have not yet been marked as commenced or not commenced.</li> <li>» The compliance status of the students who are assigned to placements which are due to commence.</li> </ul>
Placement Summary	<p>This statistical report provides a breakdown of placements, placement days and placement hours that were requested, approved, accepted, created as placements by exception, utilised, cancelled and commenced.</p>
LHD Coordinator Placement Summary Report	<p>This statistical report provides a breakdown of placements, placement days and placement hours that were requested, approved, accepted, created as placements by exception, utilised, cancelled and commenced.</p> <p>This report is only accessible by LHD Coordinators as they are able to view all Health Service information.</p>
Placement Trend	<p>This statistical report provides a breakdown of placements, placement days and placement hours that were requested, approved, accepted, created as placements by exception, utilised, cancelled and commenced in weekly, monthly or six monthly increments.</p> <p>You can use this report to:</p> <ul style="list-style-type: none"> <li>» Identify peak and off-peak periods of placement activity.</li> <li>» Analyse trends of placement events over a period of time.</li> </ul>
LHD Coordinator Placement Trend Report	<p>This statistical report provides a breakdown of placements, placement days and placement hours that were requested, approved, accepted, created as placements by exception, utilised, cancelled and commenced in weekly, monthly or six monthly increments.</p> <p>This report is only accessible by LHD Coordinators as they are able to view all Health Service information.</p>
SPA Report	<p>Generates a list of the Student Placement Agreements (SPAs) for a selected period.</p> <p>You can use this report to:</p> <ul style="list-style-type: none"> <li>» Generate a list of SPAs that exist between Health Services and Education Providers for various disciplines at any point in time.</li> <li>» Identify SPAs that are due to expire soon.</li> </ul>
Student Attendance	<p>Provides a record of placements that were attended by students. It is based on placements that were marked as commenced.</p>
Student Numbers	<p>Shows the number of students who attended a placement in a health service, facility, unit or with a clinician.</p>

Student Verification	Allows education providers to search for students whose verification will expire before a certain date.
Unit Profile	Provides a list of units and the unit details.
User Profile	Lists the ClinConnect users that have a certain role or permission level. Report will show active and inactive users. You can use this report to: <ul style="list-style-type: none"> <li>» Tidy up inactive users.</li> <li>» Analyse the total number of users, and distribution of users.</li> <li>» Identify new users for training purposes.</li> </ul>
Verification Activity	Shows the number of occasions of service health services have provided to students for verifying their compliance documentation.

## Key terms used in reports

Key Term	Definition
Capacity	The maximum number of students a unit or clinician can have at any one time.
Requested Placements	The placement activity that was requested by education providers in a unit or with a clinician. The number of requested placements will usually be greater than capacity because ClinConnect allows multiple education providers to make requests in the one unit or with the one clinician up to available capacity.
Approved Placements	The placement activity that was approved by health users following placement requests. ClinConnect only allows placements to be approved within available capacity. If requested placements are not actioned by the close of the approve/not approve window, they will automatically be marked as not approved.
Accepted (Non PbE) Placements	The placement activity that was accepted by education provider users following placement approvals. If approved placements are not actioned by the close of the accept/decline window, they will automatically be marked as declined.
Accepted (PbE) Placements	The placement activity that was created using the placements by exception (PbE) method.
Total Accepted	Accepted (Non PbE) + Accepted (PbE)
Total Cancellations	The placement activity that was cancelled by health and education users.
Utilised Placements	Accepted placements which have a student assigned and proceed to the start date of the placement.
Commenced Placements	Utilised placement activity that has been marked as commenced by health users.

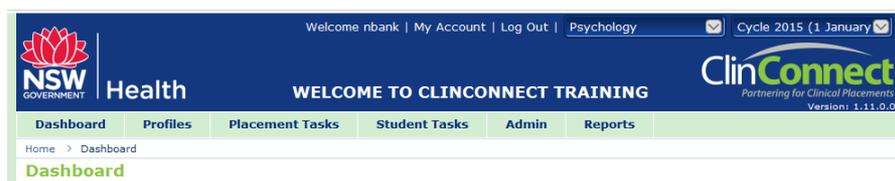
Early Cancellations - Education Provider	A placement which has been cancelled by an Education Provider more than 28 days before it is due to commence.
Late Cancellations - Education Provider	A placement which has been cancelled by an Education Provider between 28 days and 7 days before it is due to commence. Includes placements that were automatically cancelled by the system due to no student being assigned.
Late Cancellation - Not Taken - Education Provider	A placement which has been cancelled 7 days before it is due to commence by an education provider user. Includes placements that were automatically cancelled by the system due to the fact that the assigned student did not meet compliance requirements.
Early Cancellations - Health Service	A placement which has been cancelled by a Health User more than 28 days before it is due to commence.
Late Cancellations - Health Service	A placement which has been cancelled by a Health User between 28 days and 7 days before it is due to commence.
Late Cancellation - Not Taken - Health	A placement which has been cancelled by a health service user 7 days before it is due to commence.

## ClinConnect training

### ClinConnect online learning program

The ClinConnect online learning program, titled **ClinConnect Fundamentals**, is available on HETI Online for health service users and a different location for education provider users. Education provider users can contact their ClinConnect Coordinator or the ClinConnect Team for the current link.

### ClinConnect training database



The ClinConnect training database is a copy of the live ClinConnect Application. Users can 'practice' in this database by creating placements, accepting and cancelling placements and creating students. It won't have any effect on the live ClinConnect data. ClinConnect training has a green background to differentiate it from the live ClinConnect site. Your local ClinConnect Coordinator will be able to provide you with access to the ClinConnect training site.

### ClinConnect Coordinator

Contact your local ClinConnect Coordinator who may be able to provide you with training.

### ClinConnect Team - webinar sessions

Contact the ClinConnect Team to enquire about attending a webinar training session.

### Frequently asked questions (FAQs)

#### 1. How do I reset my password?

Contact the Ministry of Health Service Desk on 02 9391 9321 to reset your password.

#### 2. Why can't I log into ClinConnect?

Make sure you are trying to log into the correct website: <https://www.webapp.health.nsw.gov.au>

Some people try to log into the HETI website which is a different website to ClinConnect. If your account becomes inactive, you will need to contact the Ministry of Health Service Desk on 02 9391 9321.

Log in using your work email address and your most recent password.

#### 3. Who is my ClinConnect Coordinator?

You can see who your ClinConnect Coordinator is by accessing your health service or education provider's profile page. Go to Profiles > Find Health Service or Find Education Provider> click edit or view and look for the contact details

#### 4. How do I know which education providers and disciplines I am allowed to take students from?

You can check on your health service profile as to which education providers (and the disciplines) your health service has Student Placement Agreements with. ClinConnect will not allow you to create placements for Education Providers that your health service does not have an active Student Placement Agreement with. By using ClinConnect, you can ensure your students are covered by a Student Placement Agreement and you are not breaching NSW Health policy.

#### 5. If I've organised a placement with an education provider already, do I need to enter it into ClinConnect as well?

It is NSW Health policy that all placements are entered into ClinConnect. This in turn ensures that a valid student placement agreement is in place which manages known risks to NSW Health by outlining the roles of both parties and liability. The other important thing is to ensure that students meet compliance requirements which in turn enhances patient and staff safety. The third major reason is for the Ministry of Health and the Health Education and Training Institute's reporting requirements.

#### 6. My colleague has asked me to take their student for one day. I have my own clinician profile - do I need to create a placement for the student? The placement is for 38 placement days.

No, not if you are both at the same facility.

#### 7. Why do I receive so many notifications ?

When ClinConnect was first implemented, the most basic health service user role was a facility user. This means that a user will receive access to all units/clinicians in their discipline at their facility even though the user may only be responsible for placements in only one of those units. The ClinConnect Team are working on a whether a new unit user role can be introduced.

#### 8. Can I customise the notifications I would like to receive?

Unfortunately not at this stage.

#### 9. How do I increase capacity?

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You can update the base unit capacity on a unit or clinician profile. Alternatively, you can update the capacity on the View/Manage Capacity Variation page.

#### **10. Do I need to reduce the capacity for public holidays?**

No, but you should reduce your capacity when you know you will be on leave such as over the Christmas holidays.

#### **11. How do I find the placement ID?**

A placement ID is given to an Accepted placement. This means it can only be viewed for Accepted and Cancelled placements. In some cases, it could be viewed for a Declined Requested Placement by Exception that was initially Accepted.

Use your mouse to hover over the placement block and when the cursor turns into a (?) left click on the placement block. The Placement ID can be found on the hover-over box.

#### **12. How do I find out who requested or created the placement?**

Double click on the placement block to view the user who made the request or created the placement by exception.

#### **13. Why can't I view any placements or find the placement I'm looking for?**

- » Check the discipline and cycle is correct in the top right hand corner
- » Check your search criteria - are you searching for only accepted placements for example? Is your search too narrow?
- » Do you need to change your search dates to zoom in further or start the search later in the cycle?
- » Can you display more records on the placement page i.e. show up to 75 records?
- » Do you need to scroll through the months in the cycle using the blue arrow?
- » Could the placement have been automatically cancelled and you are not searching for cancelled placements?
- » Was the placement entered in the first place?

#### **14. Why don't I get any results when I'm trying to create a placement by exception?**

- » Have you selected the correct discipline and cycle in the top right hand corner?
- » Is there enough capacity - does it need to be increased via the View/Manage Capacity Variation page?
- » Is the supervision type that you're using correct? Check the unit/clinician profile to see what options are available.
- » Are the placement dates correct? Do they fall on the available days as listed on the unit/clinician profile? I.e. are you trying to start the placement on a Saturday when Saturday is not available for the Unit or Clinician?
- » Are you using the correct placement timing? Are you trying to create a Full-Time (M-F) placement for a unit/clinician that is only part-time?
- » Will using a more flexible placement timing option work? Could you use the Flexi Dates and Days placement type for example?
- » Are you trying to create a placement by exception during a window other than the Manage Placements window?
- » Check your placement dates. Are you trying to create the placement to start on a day that has now passed?
- » Contact your ClinConnect Coordinator or the ClinConnect Team at HETI for additional assistance.

**15. I just received an email telling me to Accept a requested placement by exception (RPbE). Where has it gone?**

- » Check your discipline and cycle are correct
- » The education provider may have deleted the RPbE since the notification was sent.

**16. Do I need to tell the education provider that I have accepted or declined their requested placement by exception?**

It's up to you. The education provider user will receive an automatic notification about it anyway.

**17. How do I know if a placement has been cancelled?**

If a placement is cancelled by the education provider, the health service user will receive a notification. If the placement is cancelled by the health service, the education provider user will receive a notification. You can also check on the **Manage Placements** page to see if the placement was cancelled.

**18. Who's role is it to verify students?**

It is the health service's role to verify student compliance. Each health service uses different methods to accomplish this task. Contact your ClinConnect Coordinator to find out the processes your organisation uses to verify students.

**19. I'm expecting a student next week and I can see that they still need their original police check to be sighted. Who's job is this?**

Some clinicians may be asked by their Health Service Coordinator to sight a student's National Criminal Record Check on the first morning of the placement and enter it into ClinConnect. This is done by un-checking the **Original Police Check to be sighted** box on the student's profile and clicking Save.

**20. I've got a student starting in two weeks time but I can see they are not verified. What do I do?**

You can contact your local ClinConnect Coordinator but chances are, the health service coordinator and education provider are already in the process of organising this verification. If not, ClinConnect will either cancel the placement automatically 7 days before the placement is due to commence, or the education provider may request to swap the student with someone else.

**21. Why are police checks only valid for 3 years from the date of issue?**

Australian law states that workers working in aged care facilities are required to have a police check every three years. As students and facilitators over the course of their study or employment may work in NSW Health aged care facilities, the rule is that all students and facilitators are to have a police check every three years.

**22. Why don't students require a working with children's check (WWCC)?**

NSW Health policy states that students on clinical placements are not considered to be in child related work even though at times, they will be placed in paediatric environments. Health services must not ask for a WWCC from students. Facilitators however may over the course of their employment engage in child related work and therefore a WWCC is part of their compliance requirements.

**23. What is a Facilitator and why are they in ClinConnect?**

Facilitators are people employed or contracted by the education provider to supervise students on clinical placements in NSW Health facilities. As facilitators will be have access to NSW Health patients, it is vital that they have a National Criminal Record Check, Working with Children's Check, sign the

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NSW Health Code of Conduct and show proof of vaccinations and immunisations to achieve Category A compliance. ClinConnect manages their compliance and verification on a State-Wide level.

**24. Where can I get further ClinConnect training?**

[Refer to the ClinConnect training section.](#)

**25. What do I do if I no longer need access to ClinConnect?**

[Refer to the inactivate user access section.](#)

**26. I've got an idea for a change to ClinConnect. Who do I contact?**

The ClinConnect Team are always open to receiving ideas for improving ClinConnect.

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# Glossary

## A

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### **Availability mode (unit or clinician)**

Refers to the availability of the unit or clinician for hosting students. Availability is managed on the unit/clinician profile and refers to being full-time fixed, full-time/part-time fixed or having a flexible/rotating roster where the student won't be attending a fixed number of days each week.

### **Available placement days**

This refers to the number of days that a unit or clinician is available between the start and end date of a placement. The number of days the unit or clinician is available will be dependent on whether they work full-time or part-time.

## B

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### **Base Unit Capacity**

The capacity that is managed on a unit or clinician profile and is applied across the entire cycle unless modified.

## C

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### **Capacity**

Capacity is the maximum number of students that a unit or clinician is happy to take at any one time.

### **ClinConnect Placement**

A student could be assigned to one or more ClinConnect placements over the duration of their clinical placement experience. It must be remembered that when reporting by clinical placements, this is referring to the number of ClinConnect clinical placements.

### **Clinical placement**

Refers to the practical experience that contributes towards obtaining a qualification that leads towards a health-related occupation.

### **Clinician**

A health professional at a facility within a discipline who accepts students for clinical placements. Some disciplines assign students to a clinician. Clinician profiles sit within unit profiles.

## D

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### **Discipline**

A health profession. For example dental, nursing, midwifery, podiatry, speech pathology.

### E

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#### Edit Pop-Up Box

The box that appears after clicking the Edit Button on the placement pages. Sometimes this box may be also named Accept/Decline/Change Placement or Approve/Not Approve/Change Placement, Edit Accepted Placement or View Placement Request.

#### Education Provider

A tertiary education institution such as a University, TAFE or College.

### F

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#### Facility

Facilities sit within Health Services and could be a hospital, district or network wide service such as Mental Health Drug and Alcohol or a community health centre.

#### Flexi Dates and Days

A Flexi Dates and Days placement type is a placement that has a start date and end date and a number of placement days. It is used when the student most likely won't be attending the same number of days each week. Placement blocks that are Flexi Dates and Days are shown with an f symbol.

#### Full Flexi

Full Flexi placements are the most flexible placement option available. They are similar to Flexi Dates and Days placements but include weekend. They can start or end on any day that is available in the unit/clinician and the number of days between the start date and end date of the placement can be equal to or less than the number of available days for that unit or clinician. Placement blocks that are Full Flexi placements, are shown with an Ff symbol.

### H

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#### Health related occupation

A health-related occupation is an occupation that works within the health system. Studying a course leading to a health-related occupation will provide a student with the knowledge and skills for the potential opportunity to be employed in NSW Health or enhance their current employment in NSW Health. Health related occupations may be: -Clinical e.g. nursing, occupational therapy, exercise physiology -Non-clinical e.g. health promotion

#### Health Service

Health Services are Local Health Districts, Specialty Networks or a Pillar of NSW Health. The Ambulance Service of NSW is also a Health Service in ClinConnect.

#### Hover-over feature

On the placement pages, users are able to view the details of each placement block by using the hover over feature. To access this feature, hover your mouse pointer towards the top of each placement block until a question mark appears. Left click the mouse to bring up the details of the placement.

#### HWA setting

A setting that was determined by Health Workforce Australia (HWA) to assist with reporting data to HWA (now the Department of Health).

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## M

### Manage Placements page

This refers to the page available on the Placement Tasks menu that allows users to approve/not approve, accept/decline, edit accepted and cancel placements.

### Manage Placements window

This refers to the period of time where Health Services can create placements by exception and Education Providers can request placements by exception.

### Managing capacity

Refers to Health Service users being able to increase or decrease the maximum number of placements they are happy to accept at any one time or for a period of time. E.g. capacity could be decreased over the two week Christmas period.

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## N

### Notifications

Automatic emails that are sent by ClinConnect to alert users when windows have opened or when events have occurred. E.g. a student has been swapped to a clinical placement or a placement has been cancelled.

### NSW Health Registered Training Organisation (RTO)

The NSW Health RTO is an Education Provider. The NSW Health RTO is required to establish student placement agreements with each of the Health Services that it requires clinical placements in.

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## P

### Peer group

A classification used to compare facilities.

### Placement block

Placement blocks may contain between 1 and 99 placements within them (shown by 1-99 separate placement IDs). Sometimes it is necessary to split the placement block into smaller blocks on the Manage Placements page to action individual placements.

### Placement by exception

Placements by exception are created by Health users during the Manage Placements window. Their original intention was that they were to be the exception rather than the normal way of requesting placements however this usually isn't the case.

### Placement cycle

Placements are organised within Cycles. A Cycle will contain the Manage Profile window plus Request/Approve/Accept booking windows if applicable to the discipline. Finally the placement Cycle will end with a Manage Placements window where placements can be managed in real time.

### Placement ID

Accepted placements receive placement IDs. Users can use this ID to search for and locate individual placements. One placement block may contain 1-99 individual placements, each will have their own unique placement ID. The placement ID is also listed in the automatic notifications.

### Placement pages

Refers to the Request placement, Approve placement, Accept placement, Create Placements by Exception, Request Placements by Exception and Manage Placements pages.

### Placement Status

Refers to where the placement is at in regards to its creation pathway. Placement statuses include Requested, Requested by Exception, Approved, Not Approved, Accepted, Declined, Cancelled.

### Placement timing

Refers to whether the placement will be a Full-Time Fixed (M-F), Full-Time/Part-Time Fixed (M-S), Flexi Dates and Days or Full Flexi placement type.

## R

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### Requested placement by exception

A placement that can be requested by an Education Provider during the Manage Placements window up to a certain number of days before the start date of the placement. The placement needs to then be Accepted or Declined by a Health Service User. If the Health Service user does not accept or decline the placement by a certain time, the placement will automatically be declined by ClinConnect.

### Required placement days

Refers to the number of placement days required for the student. This number is required for Flexi Dates and Days and Full Flexi placement timings.

## S

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### Stream

Refers to the clinical experience offered by that unit or clinician. (e.g. medical/surgical, critical care, acute care).

### Student category

Reflects the student's level of study e.g. UG2 refers to undergraduate 2nd year. GEM1 refers to Graduate Entry Masters 1st year.

### Student Placement Agreement (SPA)

The SPA provides the legal and policy framework that underpins the provision of clinical placements within NSW Health facilities. It outlines the roles and responsibilities of each party (Health and Education), the channels for communication and governance, and sets out the minimum requirements for exchange of information between the parties. SPAs govern which Health Services and disciplines placements can be requested/created in for each Education Provider. SPAs are valid for 5 years after which they must be renewed.

### Sub-discipline

A category used by some disciplines where it is necessary to capture distinct professions within a discipline. For other disciplines not using this category, sub-discipline is the same as parent discipline.

### Supervision Type

Refers to whether the student will be supervised by a NSW Health staff member, an individual paid by the Education Provider or a NSW Health staff member who receives funding from the Education Provider to supervise their students.

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## T

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### **Tentatively (Requested/Approved/Accepted)**

Placement blocks will be "tentatively" requested, approved, not approved, accepted or declined whilst the request, approve/not approve or accept/decline window is still open. This means that the placement block could be deleted, approved/not approved, accepted/declined as many times as required before the window closes. Once the window closes, the placements will lose their tentative status.

## U

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### **Unit**

Units sit within facilities and refer to a ward, department, facility based service, chair (dentistry) or ambulance station.

## V

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### **Vocational Education and Training (VET) in Schools students**

VET in School students do not require National Criminal Record Checks or to be compliant with the Category A immunisation schedule.

## W

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### **Window**

A period within a cycle set aside for specific activities. For example requesting a placement, approving a placement or managing placements.

